



# Butte County

---

Occupational Outlook • 2001 – 2002

# ***OCCUPATIONAL OUTLOOK & TRAINING DIRECTORY***

***BUTTE COUNTY  
2001 - 2002***

***A PRODUCT OF***

The California Cooperative Occupational Information System

***SPONSORED BY***

Private Industry Council of Butte County (<http://www.ncen.org/butte/home.htm>)

California Occupational Information Coordinating Committee (<http://www.soicc.ca.gov>)

Employment Development Department – Labor Market Information Division (<http://www.calmis.ca.gov>)

***PROJECT STAFF***

William K. Allen, CCOIS Program Coordinator

Stephana K. Wade, Research Assistant

# ***ACKNOWLEDGEMENTS***

We wish to express our gratitude to all those who have helped us with this continuing project. Special thanks are extended to the following:

- Several hundred employers of Butte county for giving their valuable time and effort in responding to our occupational surveys over the past six years.
- Charles Brown, Executive Director, Northern Rural Training & Employment Consortium (NoRTEC).
- Bill Finley, Executive Director, Private Industry Council of Butte County, for providing steadfast support to the CCOIS program.
- Local representatives from job training programs, economic development agencies, regional occupational programs, the Department of Rehabilitation, Butte County Board of Supervisors, the Community Action Agency, Butte Community College, private employers, and other concerned agencies for participating in the selection of occupations for study, and for contributing their ideas and expertise to the process.
- The Labor Market Information Division (LMID) staff for their support and technical assistance. We would especially like to thank Angelica Duran, LMID Research Analyst, for her help and partnership throughout this program.
- Diane Moore of Paradise, California for front cover artwork.

***FOR FURTHER INFORMATION REGARDING THIS REPORT, PLEASE CONTACT:***

Bill Allen  
Private Industry Council of Butte County  
530-538-5378 (voice)  
530-538-5341 (fax)  
wkallen@ncen.org

## **TABLE OF CONTENTS**

Area Profile	1	Heating, Air Conditioning, and Refrigeration Mechanics	58
Mission Statement / Introduction	2	Home Health Aides	60
What is the CCOIS?	3	Hosts, Hostesses -- Restaurant, Lounge, or Coffee Shop	62
Why is this Research Conducted?	4	Instructors and Coaches -- Sports and Physical Training	64
State and Federal Legislative Mandates	5	Janitors and Cleaners	66
Methodology	6	Landscaping and Groundskeeping Laborers	68
		Loan Officers and Counselors	70
		Maintenance Repairers -- General Utility	72
		Marketing, Advertising, and Public Relations Managers	74
		Medical Assistants	76
		Medicine and Health Service Managers	78
		Nurse Aides	80
<b>Occupational Summaries</b>	11	Painters, Paperhangers -- Construction and Maintenance	82
Amusement and Recreation Attendants	12	Personal and Home Care Aides	84
Assemblers and Fabricators	14	Physical Therapists	86
Automotive Body and Related Repairers	16	Plumbers, Pipefitters, and Steamfitters	88
Automotive Mechanics	18	Receptionists and Information Clerks	90
Bakers -- Bread and Pastry	20	Recreation Workers	92
Bookkeeping, Accounting, and Auditing Clerks	22	Residential Counselors	94
Carpenters	24	Respiratory Care Practitioners	96
Cashiers	26	Roofers	98
Child Care Workers	28	Salespersons -- Retail (Except Vehicle Sales)	100
Combined Food Preparation and Service Workers	30	Sales Representatives -- Except Scientific and Related	102
Computer Support Specialists	32	Sheet Metal Workers	104
Cooks -- Restaurant	34	Social Workers -- Except Medical and Psychiatric	106
Customer Service Representatives	36	Social Workers -- Medical and Psychiatric	108
Dental Assistants	38	Stock Clerks -- Stockroom, Warehouse, Storage Yard	110
Dental Hygienists	40	Systems Analysts -- Electronic Data Processing	112
Dispatchers -- Except Police, Fire, and Ambulance	42	Teachers and Instructors -- Vocational Ed and Training	114
Driver/Sales Workers	44	Teachers -- Elementary	116
Electricians	46	Teachers, Preschool	118
Financial Managers	48	Teachers -- Secondary	120
First Line Supervisors and Managers -- Clerical/Admin	50	Teachers -- Special Education	122
General Office Clerks	52	Traffic, Shipping, and Receiving Clerks	124
Guards and Watch Guards	54	Truck Drivers -- Heavy or Tractor Trailer	126
Hand Packers and Packagers	56	Truck Drivers, Light -- Include Delivery and Route	128
		Welders and Cutters	130

<b><i>Training Directory</i></b>	133
----------------------------------	-----

Overview	134
----------	-----

<b><i>Training Providers</i></b>	136
----------------------------------	-----

Appendix A:     Sample Questionnaire	
--------------------------------------	--

## AREA PROFILE

Butte County is situated on the east side of Northern California's Sacramento Valley. The surrounding counties include Plumas on the northeast, Yuba on the southeast, Sutter and Colusa on the southwest, Glenn on the west, and Tehama on the northwest. The county covers 1,675 square miles.

Rising from the Sacramento River, its western boundary, to the Sierra Nevada mountains, its eastern perimeter, Butte County elevation spans from 60 to over 7,000 feet above sea level and has a considerable variation in climate. Summers at the lower elevations are dry and warm, with temperatures at times topping 100 degrees. The valley winters are mild, with occasional frosts. At the higher elevations, on the other hand, temperatures are generally cooler throughout the year, and winter brings regular snowfall.

The portion of the county lying in the Sacramento Valley has ideal conditions for agriculture. More than 40% of the land area in Butte County is utilized for farming. Grains, fruits, and nuts are the most important crops. Rice and almonds each account for more than 25% of the dollar value of the county's agricultural production. Walnuts, prunes, kiwifruit, peaches, and olives account for significant commodity revenue as well.

Major transportation routes in the county include State Highways 99 and 70. Two railroad lines pass through the county.

The five incorporated cities in Butte County are Paradise, Chico, Oroville, Gridley, and Biggs. Chico is the county's largest city and is an urban center for the surrounding agricultural area. California State University at Chico, with an enrollment of just under 15,000 students, is located here. Bidwell Park in Chico is the third-largest city park in the world. From the university campus, the park extends 12 miles along both sides of Big Chico Creek.

The city of Paradise was incorporated during 1979 and is the second largest city in Butte County. Located 16 miles northeast of Chico, Paradise is mainly a residential community.

Oroville, the county seat and third largest city, is located near the site of the Oroville Dam, the world's largest earth-filled dam. The major industries of the Oroville area are agriculture, food processing, and the services associated with the surrounding recreational area. Located near Oroville are the farming and food processing communities of Biggs, Palermo, Richvale, and Gridley.

As of January 1, 2001, it is estimated that Butte County's population is 205,800, an increase of 0.6% over the previous year's revised estimate of 204,600. This rate is lower than California's population growth rate of 1.8% over 2000.

*Source: Employment Development Department / Labor Market Information Division  
California State Department of Finance/Demographic Research Unit*

## WHO ARE WE?

The Private Industry Council of Butte County (PIC) is a Private Non-Profit Corporation. It is jointly governed by a 19-member Private Industry Council Board and the Butte County Board of Supervisors. The Private Industry Council administers Federal and State Job Training funds for employment and job training and related programs and services.

The PIC is also a member of the Northern California Employment Network (NCEN). NCEN is a consortium of publicly funded employment programs providing a comprehensive array of employer and job seeker services in the counties of Butte, Colusa, Del Norte, Glenn, Lake, Lassen, Modoc, Plumas, Shasta, Siskiyou, Sutter, Tehama, Trinity, and Yuba.

## MISSION STATEMENT

It is the intent of the Butte County PIC to:

- Encourage better use of resources through coordination and integration of goods and services;
- Make education, job training, and employment services universally available and accessible to all residents in Butte County;
- Assist partner staff in their efforts to continually improve the quality of local programs and services;
- Increase regional access to information and enhance our ability to communicate through increased automation capacity and Internet connectivity.

## INTRODUCTION

The labor market information presented in this report was collected through a cooperative partnership between the Private Industry Council of Butte County and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This partnership is known as the California Cooperative Occupational Information System (CCOIS) and was initiated in 1986. This is the sixth year that Butte County has participated.

The goal of this publication is to improve the match between the labor needs of employers and the skills of job seekers by providing current, local occupational information. Information in this report is specific to Butte County. This year's report is comprehensive. You will find summaries of 60 occupations surveyed between April and September of 1999, 2000, and 2001, respectively. Additional occupations will be selected for study in successive years.

## ***WHAT IS THE CCOIS?***

### ***Overview:***

The California Cooperative Occupational Information System (CCOIS) is the local component of labor market research in California. It is a partnership of state and local agencies that produces local occupational and labor market information. The CCOIS is a statewide program that is operational at 35 sites that represent 58 counties throughout California. The local agencies, referred to as “local partners”, consist of Workforce Development Boards, local Workforce Investment Boards and other workforce investment agencies, and Economic Development Agencies. At the state level, the Employment Development Department provides technical and financial assistance to the Local Partners and administers the CCOIS under the advisement and policy guidelines of the California Occupational Information Coordinating Committee (COICC).

The *2001/2002 Butte County Occupational Outlook* is the official local report of the CCOIS. To provide continuity with the statewide program, all CCOIS reports will bear the title “Occupational Outlook” and the name of the geographic area covered by the report.

The CCOIS annual program cycle operates as follows:

- Occupations are selected for study.
- Survey samples are designed.
- Survey questionnaires are prepared for each occupation.
- Extensive surveys are conducted with local employers.
- Data is reviewed, coded, and keyed into a CCOIS database.
- Tabulations are developed and analyzed.
- Outlook reports are prepared, reviewed, and printed.
- Reports are disseminated to the “user” in the community.



## ***WHY IS THIS RESEARCH CONDUCTED?***

The information in this report may be used by a wide array of organizations and individuals for various purposes. Possible uses include the following:

### ***Career Decisions***

Career counselors and job seekers are able to make better occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

### ***Program Planning***

This report provides local planners and administrators with employment, training and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

### ***Curriculum design***

Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

### ***Economic Development***

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages useful in determining the potential for business growth and development in the local labor market area.

### ***Program Marketing***

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

### ***Human Resource Development***

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefit packages, improve recruitment, and assess the availability of qualified workers for business relocation or expansion purposes.

## STATE AND FEDERAL LEGISLATIVE MANDATES

Information produced and available through the CCOIS satisfies major federal and state statutory mandates.

The Senate Labor and Human Resources Committee believes labor market information is an essential structural element supporting all other programs and services under the new *Workforce Investment Act of 1998 (WIA)*. Under WIA, a national employment statistics system is established, which is to be planned, administered, overseen, and evaluated through a cooperative governance structure involving the Department of Labor and the States. It requires the Secretary of Labor, through the Bureau of Labor Statistics, and in cooperation with the states, to prepare an annual plan to manage the nationwide system.

The *Welfare to Work Act of 1997 (CalWORKs)*, establishes welfare reform in California. The previous program that entitled recipients to aid with few limits is replaced. The new program assures that welfare is a temporary support in times of crisis, rather than a way of life; encourages and regards personal responsibility and accountability by recipients; fosters a “Work First” attitude by strict work requirements; and gives counties the flexibility they need to meet recipients’ needs. The continuing nature of the CCOIS program enables the Butte County populace to acquire the most recent local labor market information to assist recipients as they transition from welfare to work.

Section 10533 of the *California Unemployment Insurance Code (CUIC)* requires the EDD to operate the CCOIS as the primary component of a comprehensive labor market and occupational supply and demand information system. The law states that the CCOIS shall serve as a primary source for local and statewide occupational information, and shall be available in all areas of the state. This law specifically requires the CCOIS to produce statistically valid occupational analyses for local job training and education programs, and it must be conducted by a local entity under the direction of EDD. Further, it must include the participation of local users of the information. The law requires the EDD and local entities to prepare occupational analyses using state occupational forecasts and other indicators of growth, combined with local employer surveys of recruitment practices, job qualifications, earnings and hours, and advancement and outlook.

In its annual plan to the Governor and Legislature regarding employer’s demand for trained workers and changes in the State’s economy, the Employment Training Panel is required by law to review labor market information provided by the CCOIS.

The *Wagner-Peyser Act*, which created the Job Service, provides that each state shall maintain an effective labor market information service, through which it shall provide for the collection, analysis, and dissemination of current labor market developments, employment trends, and employment opportunities.

The *Carl D. Perkins Vocational and Applied Technology Education Act* was established to meet the urgent needs for training, retraining, and employment development of adults. A key element in this legislation is the requirement that careful analyses be made of current labor market conditions, including a determination of future labor market needs. The amendments of 1990 call for greater use of labor market information to support the state plans of employment and training services and the objectives of vocational education.

Thus, the CCOIS contributes to the state’s compliance with laws requiring accurate, reliable, current, and localized labor market information. Since 1986, the program has consistently demonstrated its success in addressing the need for better information for career guidance and training planning.

## METHODOLOGY

To produce the occupational profiles, our research includes the following steps:

- **Occupational Forecast:** Occupational projections are developed by the Labor Market Information Division (LMID) of the Employment Development Department and are used to help identify growing and declining occupations.
- **Occupational Selection:** A variety of criteria has been established by the CCOIS Program and is used to help select the survey occupations. However, the primary objective is to survey occupations that are of most interest to the users (and potential users) in the community within the limitations of a standardized research program. For each survey year, a preliminary list of occupations was developed. The list was reviewed by representatives of community based vocational training programs, economic development organizations, educational institutions, the PIC, and other government agencies. Representatives of these agencies were asked to identify which occupations they would like studied. Based on the input of these organizations, some occupations were eliminated and others added. The list of occupations was reviewed and discussed with LMID, eventually narrowing to the 60 published within this report.
- **Questionnaire Development:** Specific information needs for each occupation are determined, and questionnaires are developed to respond to local information needs.
- **Sample Selection:** LMID generates employer samples by industry and employer size. Employers are contacted to verify that they employ persons in the occupation and are willing to participate in the project.
- **Employer Survey:** Confidential employer surveys are conducted by telephone, fax, mail, or in person. Completed surveys are reviewed for internal consistency and employers re-contacted for clarification as needed.
- **Data Entry and Tabulation:** Completed surveys are reviewed and the responses entered into a CCOIS database that generates basic data tabulations.
- **Written Analysis:** The data from those tabulations and other relevant information is carefully analyzed to prepare the individual occupation profiles. Sufficient information was obtained to develop profiles for the 60 occupations surveyed.
- **Report Distribution:** The written analysis is presented at a public dissemination meeting, which is the initial step in publicizing the occupational information collected. The Occupational Outlook Report is also distributed to high schools and community college career counselors, vocational rehabilitation offices, the library systems throughout the county, and various other social service agencies.
- **Data Destruction:** Data tabulations and employer surveys are destroyed to safeguard specific individual employer information.

## DESCRIPTION OF INDIVIDUAL OCCUPATIONAL PROFILES

The following is a brief description of the profiles contained in the 2001/2002 Occupational Outlook Report, and includes definitions of the terms used to describe the survey results:

### OCCUPATIONAL TITLES, CODES AND DEFINITIONS

Most occupations surveyed in this report have a six-digit occupational code and definition from the standard Occupational Employment Statistics (OES) classification system. OES descriptions are broader in scope than the Dictionary of Occupational Titles (DOT) classification system; each OES code may include several of the more detailed DOT titles. A few occupational definitions not identified with an OES code usually reflect an attempt to survey an occupation that the OES system either doesn't identify or doesn't define sufficiently. Because of the lack of OES projections data, these "Non-OES" occupational surveys sometimes lack the reliability of a standard OES occupational survey.

### EMPLOYER REQUIREMENTS

- **Education and Training & Experience:** Survey responses to questions regarding education, training, and work experience needed to obtain employment are summarized here. Employers are asked for the level of education that the firm requires for the survey occupation. Additionally, employers are asked if they require work experience and what type of experience is required. When appropriate, occupational summaries may be supplemented by State requirements from the most recent

publication of the *California Professional & Business License Handbook, August 1999.*

Note: While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

The terms used in this section and throughout the report to describe occupations studied are as follows:

**All:** 100% of survey responses

**Almost All:** 80% up to but not including 100%

**Most:** 60% up to but not including 80%

**Many:** 40% up to but not including 60%

**Some:** 20% up to but not including 40%

**Few:** less than 20% of the survey responses

- **Skills and Qualifications:** Employers are asked to list those skills that are necessary to perform the functions of the occupation being surveyed and skills important for career advancement. As skills are widely recognized as being transferable in nature, employers' responses are supplemented--when appropriate--with skills from the Occupational Information Network (O\*NET), version 3.0, a comprehensive database of worker attributes and job characteristics. O\*NET is being developed as a timely, easy-to-use resource that supports public

and private sector efforts to identify and develop the skills of the American workforce. Additionally, employer-specified skills provided by LMID are also included in this section.

## WAGES AND BENEFITS

- **Wages:** The purpose of this section is to report the approximate wage ranges and medians for the occupations and to provide a rough measure for comparing the wages of various occupations. The range and median of hourly wages are presented for three categories of employees: **new hires with no experience**, persons trained or otherwise qualified, but with no paid experience in the occupation; **new hires with experience**, experienced persons, but those just starting with the firm; **after three years with the firm**, persons who have had at least three years of experience in the occupation with that employer.

One wage section is used when the percent of union employment is either greater than 80% or less than 20%. Two wage sections occur when the percent of union employment is from 20% to 80%, and there is no violation of confidentiality.

In those instances where the summarized occupational information was collected from fewer than three firms, the local partner must obtain written consent from each firm before any information relating to those firms can be published or indicate “Insufficient Data” was available.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of

experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

- **Hours Worked:** The distribution of full-time, part-time, on-call and temporary employees is reported in this section, together with the average number of hours worked per week. If the distribution is less than 20%, it is considered negligible for the purposes of this section, thus generally not reported.
- **Benefits:** This section presents the types of fringe benefits employers’ offer. Information is presented on the percentage of employers providing each of the benefits to their employees, identifying who pays the benefit (employer paid, shared cost, or employee pays all) for full-time employees. When part-time employment is a significant percentage of the occupational total (20% or more), this breakdown is reported.

## EMPLOYMENT TRENDS

- **Supply and Demand:** This section presents information on the methods employers use to recruit new employees and the difficulty in finding applicants to fill vacancies. Each employer was asked to list the three most successful recruitment methods used. Employers were asked to rate on a four-point scale the difficulty they have in finding experienced or inexperienced replacements to fill vacancies. The employers’ responses are combined with a weighted average using a formula including the number of new hires and the number of firms.

The following terms are used to describe the difficulty in finding applicants:

**Very Difficult:** Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

**Moderately Difficult:** Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find moderate competition in their job search.

**Not Difficult:** Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

- **Recruitment Methods:** Employers are asked to indicate their most successful hiring methods.
- **Turnover** is calculated for each occupation based on vacancies (resulting from promotions or employees leaving the firm) filled over the last 12 months, divided by the difference between the total reported number of employees among firms responding to the survey and the number of new hires during this period.

It is determined that turnover terms are arbitrary in nature. Therefore, occupational summaries will include only turnover percentages based on useable surveys—leaving judgements to the report reader as to their meaning.

- **Size of Occupation & Projections:** This section presents the seven-year growth and job openings projections provided through the LMID OES program. It also summarizes the size of employment in the occupation, based on percentage of the total employment in the county. For occupations studied in 1999 and 2000, the following scale is used to measure occupational size:

Small	Less than 92
Medium	92 - 183
Large	184 - 397
Very Large	398 and above

For occupations studied in 2001, the following scale is used to measure occupational size:

Small	Less than 105
Medium	105 - 210
Large	211 - 456
Very Large	457 and above

Occasionally, LMID projection data may differ from the data employers provide. The data are different because occupational projections reflect historical trends so that the future is expected to be like the past. The growth or decline in occupational projections is a factor of the growth or decline in industries.

- **Gender:** This section presents the distribution of male and female employees as reported by firms responding to this survey.

- **Growth Trends:** This is an overview of projected new job growth rates in relation to the overall new job growth rate (10.9% for period 1997 – 2004, and 8.7% for period 1999 - 2006) for the county. The following terms are applied to the occupational growth trends in Butte County:

Much faster than average:	1.50 times average or more
Faster than average:	1.10 to but not including 1.50 times average
Average:	0.90 to but not including 1.10 times average
Slower than average:	0.10 to but not including 0.90 times average
No Significant Change:	-0.10 to but not including 0.10 times average
Slow Decline:	less than -0.10 times average

- **Where the Jobs Are:** This section identifies the major employing industries for each occupation, indicated by a percentage of the occupation's employment in specific industries. These are industry staffing patterns generated by LMID.

## OTHER INFORMATION

- **Alternative Job Titles:** This section lists other job titles used by employers that meet the standard occupational definition.
- **Related DOT Code:** The Dictionary of Occupational Titles (DOT) is a comprehensive and standardized national occupational coding system. The occupational definitions are arranged by nine-digit DOT codes. The definitions include major task elements of the job, task variables, alternative job titles, industry designations, and related occupations. The DOT is available from U.S. Government Bookstores, Bureau of Labor Statistics, or the Superintendent of Documents.
- **Nontraditional Occupations** are those in which the Department of Labor classifies as fewer than 25% of the workers are female. In Program Year 2000, it was determined that this section be omitted, as gender information collected in one county may hardly be representative of aggregate information on a national scale.
- **Promotional Opportunities:** Employers are asked whether or not they promote employees to a higher level position. If so, we seek the occupational titles to which they may be promoted.
- **Employer Responses:** Displays the number of useable surveys received from the employer community and their total number of employees represented for the specific occupation.
- **Unionization and Collective Bargaining:** Employers surveyed are asked if the wages for employees in the occupation are subject to a collective bargaining or union agreement.

***OCCUPATIONAL  
SUMMARIES***



**AMUSEMENT AND RECREATION ATTENDANTS****OES 680140**

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Most employers report that they require a high school diploma or equivalent prior to hiring an applicant in this occupation. Most indicate they do not require vocational or technical training prior to employment. However, most express that their firm will accept training as a substitute for experience in this occupation.

**Experience:** Almost all employers report that they require or prefer work-related experience. They indicate a preference for hiring applicants with 6 - 12 months of proven customer service, cashiering, or other clerical-related experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	15%
Dental Insurance:	15%
Vision Insurance:	8%
Life Insurance:	15%
Paid Vacation:	23%
Paid Sick Leave:	23%
Retirement Plan:	15%

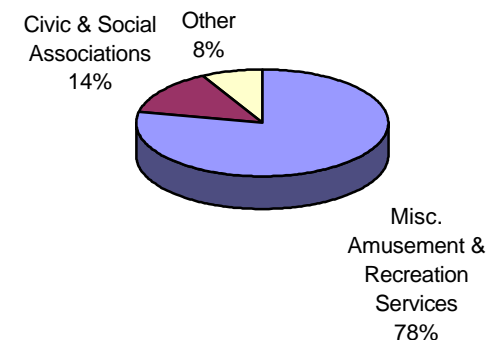
\*Percentage is based on 13 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Most Amusement and Recreation Workers work seasonally, averaging 24 hours per week. Some work part-time at an average of 19 hours weekly.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$5.75 - 6.00	\$5.75
New Hires, With Experience:	\$5.75 - 7.54	\$6.00
After Three Years With Firm:	\$6.10 - 11.62	\$7.50

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to make change  
Ability to operate a cash register  
Possession of a valid driver's license  
Telephone answering skills  
Good physical condition  
Ability to stand for prolonged periods  
Ability to tolerate noise, dust, and fumes  
Willingness to work with close supervision  
Public contact skills / customer service skills  
Ability to work independently  
Basic math skills  
Ability to read and follow instructions / pay attention to detail  
Ability to write legibly  
Oral communication skills / good phone skills

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Facility Attendant, Skate Attendant, Starter, Counter Help, Recreation Counselor, Usher, Ticket Taker

**Related DOT Code:** 341.464-010, 341.683-010, 341.367-010, 195.367-030, 342.657-014, 343.467-014, 349.664-010

**Career Ladders:** May be promoted to office supervisor, program director, cashier, and a variety of other positions that carry additional responsibilities

**Nontraditional Occupation:** No. Employers responding report that 51% of workers are female.

**Turnover:** The rate is 13.3% for employees in this occupation over the past 12 months.

**Unionization:** No. Employers responding indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and walk-in applicants.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		X
Not Difficult	X	

The Job Market for: **Amusement and Recreation Attendants**  
Experienced applicants: Very Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 13 employers, representing 188 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 130 -- Medium

**Growth Projections:** New jobs through 2002: 60  
Separations to 2002: 50  
Total Openings: 110

**Growth Trends:** The new job growth rate for this occupation is 46.2%, which is growing much faster than the average new job growth rate of 18.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth in this occupation over the same period.

**Gender:** Employers responding indicate 49% of workers are male, 51% female.

## ASSEMBLERS AND FABRICATORS -- EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION OES 939560

Assemblers and Fabricators (except Machine, Electrical, Electronic and Precision) in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a nonprecision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

### EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Few indicate they prefer vocational or technical training prior to hire. For those preferring training, the desired length is expressed as 6 months.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of assembler, fabricator, or woodwork experience.

#### Skills and Qualifications:

- Able to operate power hand tools
- Able to do arithmetic using fractions and decimals
- Able to perform assembly work
- Able to read working drawings
- Able to read blueprints
- Able to use and read a tape measure
- Able to perform routine, repetitive work
- Willing to work with close supervision
- Possession of mechanical aptitude
- Able to work independently
- Manual dexterity
- Good eye-hand coordination
- Possession of good color perception
- Able to stand continuously for 2 or more hours
- Able to lift at least 50 pounds repeatedly
- Able to write legibly
- Able to read and follow instructions

### WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 8.50	\$7.50
New Hires, W/ Experience	\$6.25 - 11.00	\$8.00
After Three Years W/ Firm	\$7.50 - 18.00	\$11.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Assemblers and Fabricators work full-time averaging 40 hours per week.

#### Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	38%	38%	0%
Dental Insurance	25%	13%	19%
Vision Insurance	6%	6%	6%
Life Insurance	19%	6%	0%
Sick Leave	56%	0%	0%
Vacation	94%	0%	0%
Retirement Plan	25%	25%	6%
Child Care	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Assemblers and Fabricators**

Experienced applicants: Not Competitive

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, and newspaper ads.

**Turnover:** Among employers surveyed, the rate is 7.8% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 320 -- 610 (Large/Very Large)

**Gender:** Employers responding indicate 73% of workers are male, 27% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: -290

Separations to 2006: 60

Total Openings: -230

**Growth Trends:** The new job growth rate for this occupation is -47.5%, which indicates significant decline relative to the average job growth rate of 8.7% for all occupations in the county. Though the decrease in the projected growth rate reflects recent plant closures of a few large firms, many employers anticipate growth to remain stable over the next two years.

## WHERE THE JOBS ARE

Ordinance & Accessories	11.2%
Lumber and Construction Materials	10.6%
Ship and Boat Building and Repairing	9.7%
Miscellaneous Durable Goods	8.4%
Farm and Garden Machinery	8.1%
Toys and Sporting Goods	8.1%
Miscellaneous Plastic Products	6.2%
Measuring and Controlling Devices	6.2%
Fabricated Structural Metal Products	4.7%
Hardware, Plumbing and Heating Equipment	4.4%
Other	22.4%

## OTHER INFORMATION:

**Alternate Job Titles:** Builders, Cabinet Assemblers, Shop Workers, Prehung Assemblers

**Related DOT Code:** 710.381-010, 715.684-110, 700.684-014, 701.687-010, 706.684-018, 706.684-022, 706.684-042

**Promotional Opportunities:** May be promoted to machinist, machine operator, shipping clerk, quality control supervisor, or manager

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 16 employers, representing 220 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**AUTOMOTIVE BODY AND RELATED REPAIRERS****OES 853050**

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Many employers report they require a high school diploma or equivalent prior to hiring in this occupation. Many indicate they require or prefer technical training before hiring. They report that ASE certification, ICAR certification, and junior college courses are sought in candidates. ICAR, completed in stages, is often undertaken while on the job.

**Experience:** All employers surveyed report that they require or prefer work-related experience. They indicate a preference for hiring applicants with 12 - 36 months of previous automotive body repair experience. Additionally, employers express a strong preference for those with keen mechanical aptitude.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	47%
Dental Insurance:	18%
Vision Insurance:	12%
Life Insurance:	18%
Paid Vacation:	82%
Paid Sick Leave:	12%
Retirement Plan:	24%

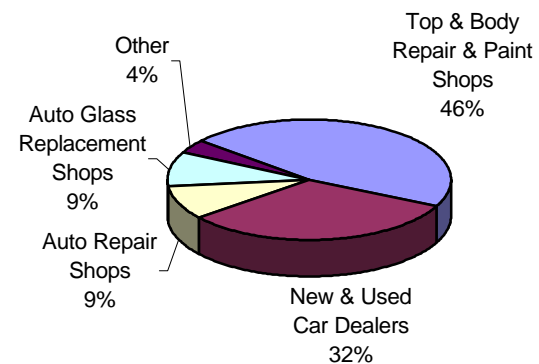
\*Percentage is based on 17 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Almost all Automotive Body and Related Repairers work full-time averaging 41 hours per week.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$6.50 - 7.50	\$7.00
New Hires, With Experience:	\$6.50 - 12.59	\$10.00
After Three Years With Firm:	\$12.00 - 18.00	\$15.75

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Skill in working with fiberglass  
ICAR / ASE Certification  
Ability to operate power hand tools  
Masking skills  
Ability to apply various painting techniques and skills  
Welding skills  
Ability to tolerate dust and paint fumes  
Possession of good color perception  
Ability to lift at least 70 pounds repeatedly  
Possession of mechanical skills  
Basic math skills  
People skills  
Ability to work independently  
Emerging skills include increased knowledge of electronics, new plastic repair, computer-related skills to access car databases, ability to read directions for chemicals, keeping up on new car manufacturing changes

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, referrals from other body shops, newspaper ads, and walk-in applicants.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Automotive Body & Related Repairers**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Not Competitive

**Employer Responses:** 17 employers, representing 99 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Body Repair, Auto Body Technician, Bodymen, Painters, Collision Repair Technician

**Related DOT Code:** 807.381-010, 807.381-018, 807.381-030, 807.484-010, 807.684-010, 845.381-018, 865.684-010

**Career Ladders:** May be promoted from painter, detailer, sander to bodyman to head bodyman; may be promoted from bodyman to journey bodyman, estimator, or front office worker

**Nontraditional Occupation:** Yes. Employers responding report that 0% of workers are female.

**Turnover:** The rate is 13.1% for employees in this occupation over the past 12 months.

**Unionization:** No. Employers responding indicate no unionization for this occupation.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 100 -- Medium

**Growth Projections:**

New jobs through 2002:	20
<u>Separations to 2002:</u>	20
Total Openings:	40

**Growth Trends:** The new job growth rate for this occupation is 20.0%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 18.7%. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

**Gender:** Employers responding indicate 100% of workers are male, 0% are female.

**AUTOMOTIVE MECHANICS****OES 853020**

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

**EMPLOYER REQUIREMENTS**

Education and Training: Among those surveyed, all employers report they require at least a high school diploma or equivalent. Most indicate they require or prefer technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 36 months of prior auto repair or related experience.

Skills and Qualifications:

Able to repair machines or systems using the needed tools  
 Install equipment, machines, wiring, or programs to meet specifications  
 Able to determine what is causing an operating error and deciding what to do about it  
 Able to identify the nature of problems  
 Able to perform routine maintenance and determine when and what kind of maintenance is needed  
 Able to conduct tests to determine whether equipment, software, or procedures are operating as expected  
 Able to determine the kinds of tools and equipment needed to do a job  
 Able to inspect and evaluate the quality of products  
 Able to implement safe work practices  
 Certified in Auto Service Excellence (ASE)  
 Possession of a valid driver's license  
 Possession of a good Department of Motor Vehicles driving record  
 Willingness to work with close supervision

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 11.50	\$8.50
New Hires, W/ Experience	\$7.00 - 15.00	\$11.50
After Three Years W/ Firm	\$11.00 - 20.00	\$16.00

Hours Worked: Almost all Automotive Mechanics work full-time averaging 42 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	47%	40%	0%
Dental Insurance	27%	20%	13%
Vision Insurance	20%	13%	7%
Life Insurance	20%	0%	0%
Sick Leave	47%	7%	0%
Vacation	100%	0%	0%
Retirement Plan	7%	53%	0%
Child Care	0%	7%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Automotive Mechanics**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and walk-in applicants.

**Employer Responses:** 15 employers, representing 110 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 540 - 600 (Very Large)

**Gender:** Employers responding indicate 100% of workers are male, 0% are female.

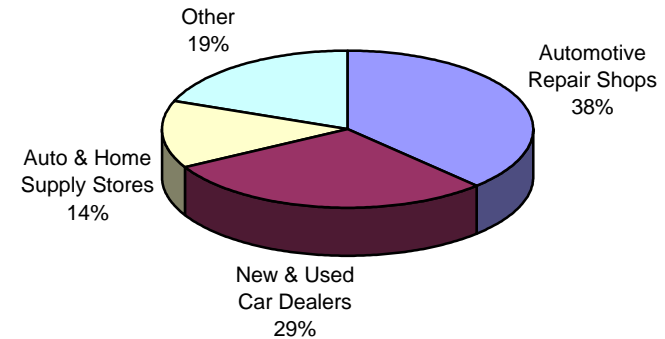
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	60
<u>Separations to 2004:</u>	100
Total Openings:	160

**Growth Trends:** The new job growth rate for this occupation is 11.1%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 10.9%. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Automotive Technician, Mechanic

**Related DOT Code:** 620.261-010, 620.261-012, 620.261-030, 620.281-026, 620.284-038, 620.281-062, 620.281-066

**Promotional Opportunities:** May be promoted to lead technician, assistant manager, or service manager

**Turnover:** Among employers surveyed, the rate is 16.4% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.



**BAKERS -- BREAD AND PASTRY****OES 650210**

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Most employers report they require a high school diploma or equivalent prior to employment. All those surveyed report they do not require training, and few indicate a preference for vocational training. However, almost all employers express that their firm will accept training as a substitute for experience.

**Experience:** Almost all employers report that they require or prefer work-related experience. They tend to hire applicants with 6 - 24 months of previous baking or restaurant experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	41%
Dental Insurance:	41%
Vision Insurance:	41%
Life Insurance:	35%
Paid Vacation:	53%
Paid Sick Leave:	41%
Retirement Plan:	41%

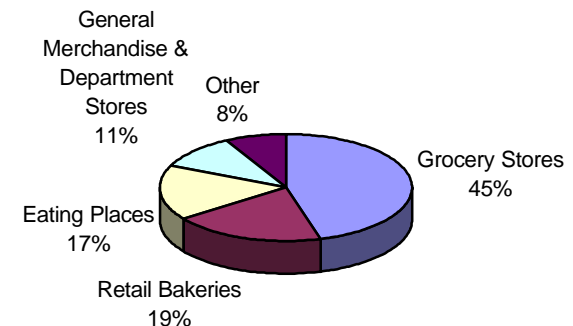
\*Percentage is based on 17 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Many Bakers work full-time averaging 40 hours per week. Many work part-time at an average of 26 hours weekly.

<b><u>*Wages:</u></b>	<b><u>Non-Union Range</u></b>	<b><u>Union Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$5.75 - 7.00	\$7.00 - 7.25	\$6.00
New Hires, With Experience:	\$5.75 - 8.00	\$6.50 - 8.00	\$7.00
After Three Years With Firm:	\$6.50 - 14.00	\$8.00 - 15.95	\$10.00

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Mastery of baking equipment  
Pastry making skills  
Pastry decorating skills  
Knowledge of weights and tares  
Ability to maintain proper dough consistency  
Ability to read a baking formula and follow instructions  
Ability to stand continuously for 2 or more hours  
Ability to lift at least 25 pounds repeatedly  
Willingness to work with close supervision  
Able to pass a pre-employment medical examination  
Ability to work independently  
Ability to work under pressure  
Basic math skills  
Ability to write legibly  
Oral communication skills

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Bakery Clerks, Bread Baker, Bakery Department Associate

**Related DOT Code:** 313.361-010, 313.361-038, 313.381-010, 313.381-018, 313.381-026

**Career Ladders:** May be promoted to assistant manager, kitchen manager, grocery checker, or other management positions

**Nontraditional Occupation:** No. Employers responding report that 54% of workers are female

**Turnover:** The rate is 19.7% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Some employers surveyed report their employees are unionized.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, in-house promotion or transfer, walk-in applicants, and newspaper ads.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		X
Not Difficult	X	

The Job Market for: **Bakers -- Bread & Pastry**  
Experienced applicants: Very Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 17 employers, representing 76 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 90 -- Small

**Growth Projections:** New jobs through 2002: 20  
Separations to 2002: 20  
Total Openings: 40

**Growth Trends:** The new job growth rate for this occupation is 22.2%, which is growing faster than the average new job growth rate of 18.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth.

**Gender:** Employers responding indicate 46% of workers are male, 54% female.

**BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS****OES 553380**

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Please do not include individuals whose primary duty is operating special office machines.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** All employers surveyed report that they require at least a high school diploma or equivalent prior to hiring in this occupation. Some indicate they require an associate's degree. Most report they require or prefer technical or vocational training. This training is often expressed as accounting and bookkeeping classes.

**Experience:** All employers surveyed report they require or prefer work-related experience. They tend to hire applicants with 6 - 24 months of prior experience as a bookkeeper, account clerk, collection & billing clerk, or related field.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS****Full-Time**

Medical Insurance:	87%
Dental Insurance:	80%
Vision Insurance:	60%
Life Insurance:	53%
Paid Vacation:	87%
Paid Sick Leave:	73%
Retirement Plan:	67%

\*Percentage is based on 15 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Many Bookkeepers work full-time averaging 39 hours per week. Many work "on-call" at an average of 40 hours weekly.

<b><u>*Wages:</u></b>	<b><u>Non-Union Range</u></b>	<b><u>Union Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$10.28 - 10.28	\$10.75 - 11.08	\$10.75
New Hires, With Experience:	\$7.00 - 12.00	\$10.75 - 13.60	\$10.28
After Three Years With Firm:	\$8.50 - 14.25	\$11.86 - 15.61	\$12.00

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

Government	8.3%
Business Services	7.6%
Educational Services	5.8%
Finance, Insurance & Real Estate	5.1%
Health Services	4.1%
Accounting, Auditing & Bookkeeping	4.1%
New & Used Car Dealers	3.6%
Eating Places	2.8%
Construction -- Special Trade Contractors	2.4%
Legal Services	2.1%
Manufacturing	2.1%
Other	52.0%

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Accounting skills  
Ability to conduct an audit  
Bookkeeping skills  
Ability to operate 10-key adding machine by touch  
Payroll processing skills  
Ability to use spreadsheet, word processing, and database software  
Ability to handle confidential material  
Analytical skills  
Telephone answering skills  
Ability to write effectively and legibly  
Ability to perform routine, repetitive work  
Willingness to work with close supervision  
Ability to pay attention to detail  
Public contact skills  
Oral communication skills

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Business Manager, Accounting Technicians, Accounts Receivable/Accounts Payable Clerk

**Related DOT Code:** 210.382-010, 210.382-014, 210.382-046, 216.362-014, 216.482-010, 216.382-022, 216.362-026

**Career Ladders:** May be promoted to accountant, full charge bookkeeper, senior accounting clerk, director of finance

**Nontraditional Occupation:** No. Employers responding report that 93% of workers are female.

**Turnover:** The rate is 43.8% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Some employers responding indicate their employees are unionized.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, colleges & universities, and in-house promotion or transfer.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Bookkeeping, Accounting & Auditing Clerks**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 15 employers, representing 73 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 1,200 -- Very Large

**Growth Projections:**

New jobs through 2002:	60
<u>Separations to 2002:</u>	130
Total Openings:	190

**Growth Trends:** The new job growth rate for this occupation is 5.0%, which is growing slower than the average new growth rate of 18.7% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

**Gender:** Employers responding indicate 7% of workers are male, 93% are female.

**CARPENTERS****OES 871020**

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters.

**EMPLOYER REQUIREMENTS**

Education and Training: Some employers report they require a high school diploma or equivalent. Of employers surveyed, none indicate a requirement for technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 60 months of previous experience as a carpenter.

Skills and Qualifications:

Able to provide own hand tools  
 Possession of a reliable vehicle  
 Willing to work with close supervision  
 Able to work independently  
 Possession of a good Department of Motor Vehicles driving record  
 Finish carpentry skills  
 Rough carpentry skills  
 Able to use drafting tools  
 Able to read blueprints  
 Shop math skills  
 Drywall installation and repair skills  
 Cost estimating skills  
 Able to lift at least 50 pounds repeatedly  
 Possession of agility and coordination  
 Able to perform strenuous, physically demanding work  
 Able to read and follow instructions

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 10.96	\$7.60
New Hires, W/ Experience	\$10.00 - 20.00	\$13.70
After Three Years W/ Firm	\$12.00 - 25.00	\$20.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Carpenters work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	27%	20%	0%
Dental Insurance	13%	7%	13%
Vision Insurance	7%	7%	7%
Life Insurance	20%	13%	7%
Sick Leave	13%	0%	0%
Vacation	27%	0%	0%
Retirement Plan	13%	7%	27%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Carpenters**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and walk-in applicants.

**Turnover:** Among employers surveyed, the rate is 34.7% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 520 - 580 (Very Large)

**Gender:** Employers responding indicate 98% of workers are male, 2% are female.

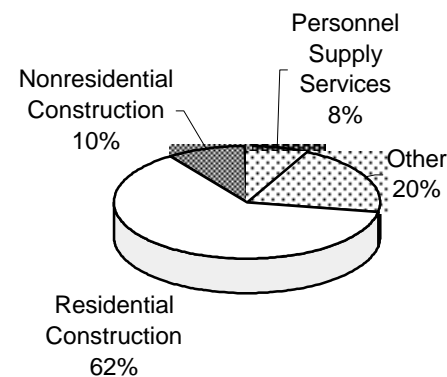
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	60
<u>Separations to 2006:</u>	100
Total Openings:	160

**Growth Trends:** The new job growth rate for this occupation is 11.5%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Finished Carpenters

**Related DOT Code:** 860.381-022, 860.381-026, 860.381-042, 860.664-010, 860.681-010, 860.281-010

**Promotional Opportunities:** May be promoted to supervisor, project manager, or superintendent

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**Employer Responses:** 15 employers, representing 121 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**CASHIERS****OES 490230**

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Almost all employers report that they require a high school diploma. Few indicate they require or prefer vocational training prior to hire. However, most express they will accept training as a substitute for prior work experience.

**Experience:** Most employers report that they require or prefer work-related experience. They tend to hire applicants with 3 - 12 months of cash handling, restaurant, or other customer service experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS****Full-Time**

Medical Insurance:	63%
Dental Insurance:	56%
Vision Insurance:	50%
Life Insurance:	38%
Paid Vacation:	63%
Paid Sick Leave:	63%
Retirement Plan:	44%

\*Percentage is based on 16 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Many Cashiers work part-time averaging 26 hours per week. Many work full-time at an average of 38 hours weekly.

<b><u>*Wages:</u></b>	<b><u>Non-Union Range</u></b>	<b><u>Union Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$5.75 - 7.71	\$7.00 - 8.79	\$6.00
New Hires, With Experience:	\$5.75 - 7.71	\$7.00 - 12.00	\$6.60
After Three Years With Firm:	\$6.00 - 10.00	\$12.43 - 16.88	\$8.80

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

Grocery Stores	19.2%
Eating Places	19.1%
Civic & Social Associations	9.6%
Miscellaneous Retail	9.1%
General Merchandise Stores	8.3%
Gasoline Service Stations	7.8%
Record & Prerecorded Tape Stores	2.7%
Lumber & Other Building Materials	2.6%
Video Tape Rental	2.4%
Hotels & Motels	1.3%
Amusement & Recreation Services	1.3%
Other	16.6%

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Record keeping skills  
Cash handling skills  
Grocery checking skills  
Ability to follow check cashing procedures  
Ability to operate a cash register  
Ability to stand continuously for 2 or more hours  
Willingness to work with close supervision  
Public contact skills / ability to work well with people  
Ability to work independently  
Ability to work under pressure  
Basic math skills  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills  
Excellent customer service skills  
Ability to organize work

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, in-house promotion or transfer, and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		
Not Difficult	X	X

The Job Market for: **Cashiers**  
Experienced applicants: Very Competitive  
Inexperienced applicants: Very Competitive

**Employer Responses:** 16 responses, representing 284 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Checkers, Customer Service Clerk, Administrative Services Clerk, Hostess, Warehouse Clerk

**Related DOT Code:** 211.362-010, 211.462-010, 211.462-018, 211.467-010, 211.467-034, 249.467-010, 209.567-014

**Career Ladders:** May be promoted to head clerk, crew chief, head cashier, server, or various management positions

**Nontraditional Occupation:** No. Employers responding report that 59% of workers are female.

**Turnover:** The rate is 19.0% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Some employers report their employees are unionized.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 2,050 -- Very Large

**Growth Projections:** New jobs through 2002: 420  
Separations to 2002: 790  
Total Openings: 1,210

**Growth Trends:** The new job growth rate for this occupation is 20.5%, which is growing at an average rate. The average job growth rate for this occupation is 18.7% for all occupations in the county. Most employers project their firm's employment in this occupation to grow over the next two years. Some anticipate that growth will remain stable over this period.

**Gender:** Employers responding indicate 41% of workers are male, 59% are female.



**CHILD CARE WORKERS****OES 680380**

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Most indicate they require or prefer vocational training prior to hire. This is often expressed as 6 units of Early Childhood Education/Child Development.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 3 - 12 months of experience working with children in some capacity, such as school teacher, babysitter, or other previous child care experience.

Skills and Qualifications:

Oral communication skills

Knowledge of early childhood development

Musical skills

Able to administer emergency first aid

Possession of an Early Childhood Development certificate

Able to write effectively and legibly

Able to listen to what others are saying and ask questions appropriately

Able to stand continuously for 2 or more hours

Able to understand a variety of cultures

Able to handle crisis situations

Possession of a clean police record

Able to exercise patience

Able to work independently

Willingness to work with close supervision

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 7.56	\$6.00
New Hires, W/ Experience	\$5.75 - 7.10	\$6.15
After Three Years W/ Firm	\$6.50 - 8.88	\$7.00

Hours Worked: Most Child Care Workers work part-time averaging 21 hours per week. A few work full-time at an average of 42 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	13%	7%	7%	7%	0%	0%
Dental Insurance	7%	0%	7%	7%	0%	0%
Vision Insurance	0%	0%	7%	0%	0%	0%
Life Insurance	0%	0%	7%	0%	0%	0%
Sick Leave	20%	7%	0%	0%	0%	0%
Vacation	20%	7%	0%	0%	0%	0%
Retirement Plan	7%	0%	7%	0%	7%	7%
Child Care	7%	0%	0%	7%	7%	7%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		
Not Difficult	X	X

The Job Market for: **Child Care Workers**  
Experienced applicants: Very Competitive  
Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

**Employer Responses:** 15 employers, representing 119 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 420 - 510 (Large/Very Large)

**Gender:** Employers responding indicate 13% of workers are male, 87% are female.

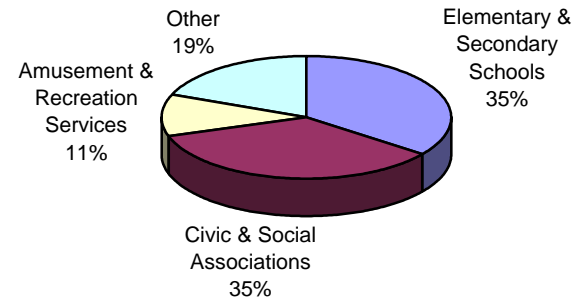
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	90
<u>Separations to 2004:</u>	40
Total Openings:	130

**Growth Trends:** The new job growth rate for this occupation is 21.4%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Child Care Attendant, Teacher's Aide

**Related DOT Code:** 355.674-010, 359.677-010, 359.677-018, 359.677-026

**Promotional Opportunities:** May be promoted to preschool teacher, supervisor, child care coordinator, manager, or program specialist

**Turnover:** Among employers surveyed, the rate is 32.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**COMBINED FOOD PREPARATION AND SERVICE WORKERS****OES 650410**

Combined Food Preparation and Service Workers do both food preparation and food service. Does not include workers who spend more than 80 percent of their time in only one of these two areas.

**EMPLOYER REQUIREMENTS**

Education and Training: Some employers report they require a high school diploma or equivalent. Among employers surveyed, none indicate they require technical or vocational training prior to hire.

Experience: Some employers report they prefer work experience in this occupation. Those preferring experience tend to hire applicants with 3 - 12 months of cooking, waitressing, food preparation or other food service experience.

Skills and Qualifications:

Able to make change  
 Able to operate a cash register  
 Fry cooking skills  
 Short-order cooking skills  
 Food preparation skills  
 Able to pass a pre-employment medical examination  
 Able to stand continuously for 2 or more hours  
 Able to work rapidly  
 Able to lift at least 30 pounds repeatedly  
 Willing to work with close supervision  
 Public contact skills  
 Able to work independently  
 Able to follow oral instructions  
 Able to write legibly  
 Oral communication skills

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.50	\$5.75
New Hires, W/ Experience	\$5.75 - 6.50	\$5.75
After Three Years W/ Firm	\$5.75 - 10.75	\$7.50

Hours Worked: Almost all Combined Food Preparation & Service Workers work part-time averaging 20 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	7%	0%	27%	27%	0%	0%
Dental Insurance	7%	0%	20%	27%	0%	0%
Vision Insurance	0%	0%	20%	27%	0%	0%
Life Insurance	0%	0%	0%	0%	0%	0%
Sick Leave	27%	20%	0%	0%	0%	0%
Vacation	40%	20%	0%	0%	0%	0%
Retirement Plan	0%	0%	20%	20%	0%	0%
Child Care	0%	0%	0%	0%	7%	7%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	*N/A	
Moderately Difficult	*N/A	
Not Difficult	*N/A	X

The Job Market for: **Combined Food Prep & Service Workers**  
Experienced applicants: Not Applicable  
Inexperienced applicants: Very Competitive

\*None of the surveyed employers require previous work experience.

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, and newspaper ads.

**Employer Responses:** 15 employers, representing 401 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 870 - 980 (Very Large)

**Gender:** Employers responding indicate 43% of workers are male, 57% are female.

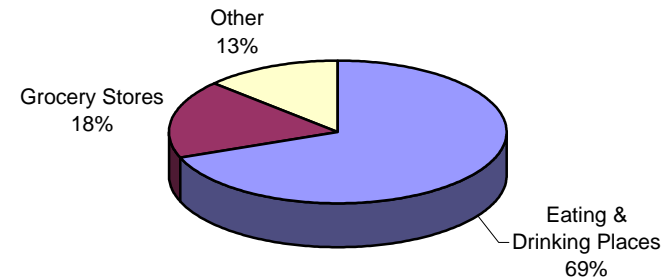
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	110
<u>Separations to 2004:</u>	340
Total Openings:	450

**Growth Trends:** The new job growth rate for this occupation is 12.6%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Deli Attendant

**Related DOT Code:** 311.472-010

**Promotional Opportunities:** May be promoted to waiter, crew leader, deli coordinator, shift manager, assistant manager, or department manager

**Turnover:** Among employers surveyed, the rate is 73.6% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**COMPUTER SUPPORT SPECIALISTS****OES 251040**

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require at least a high school diploma or equivalent. Some indicate they require a bachelor's degree. Almost all employers report they require or prefer technical or vocational training prior to hire. This training may take the form of college courses, trade school courses with certifications, network or other computer workshops.

Experience: Almost all employers report they require or prefer work experience in this occupation. They indicate a preference for hiring applicants with 12 - 36 months of computer related experience.

Skills and Qualifications:

Able to utilize good teaching techniques  
 Able to communicate technical information to non-technical staff  
 Able to communicate with computer literate staff  
 Able to analyze needs and product requirements to create a design  
 Able to conduct tests to determine whether equipment, software, or procedures are operating as expected  
 Able to determine the cause of an operating error and resolve problem  
 Able to use logic and analysis to identify the strengths and weaknesses of various approaches  
 Knowledge of how to find information and identify essential information  
 Knowledge of word processing, database, and spreadsheet software  
 Knowledge of networks and the Internet  
 Able to write effectively and legibly  
 Able to understand written sentences and paragraphs in work documents

**WAGES AND BENEFITS**Wages:

	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 14.38	Insufficient Data	\$9.76	\$11.17
New Hires, W/ Experience	\$6.00 - 16.78	\$10.24 - 14.26	\$12.95	\$12.28
After Three Years W/ Firm	\$9.00 - 21.58	\$12.21 - 17.62	\$14.91	\$15.11

Hours Worked: Most Computer Support Specialists work full-time averaging 40 hours per week. Some work part-time at an average of 19 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	44%	6%	19%	25%	0%	0%
Dental Insurance	44%	6%	13%	25%	0%	0%
Vision Insurance	44%	6%	13%	25%	0%	0%
Life Insurance	38%	13%	6%	13%	6%	6%
Sick Leave	63%	13%	6%	13%	0%	0%
Vacation	63%	13%	6%	6%	0%	0%
Retirement Plan	19%	6%	38%	13%	13%	6%
Child Care	0%	0%	6%	0%	6%	6%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Computer Support Specialists**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

**Employer Responses:** 16 employers, representing 36 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 150 - 210 (Medium/Large)

**Gender:** Employers responding indicate 69% of workers are male, 31% are female.

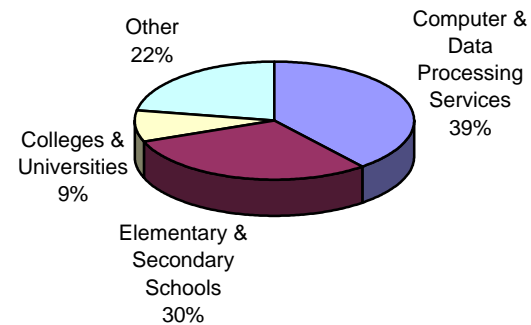
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	60
<u>Separations to 2004:</u>	10
Total Openings:	70

**Growth Trends:** The new job growth rate for this occupation is 40.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Some anticipate growth remaining stable over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Computer Technician, Information Systems Technician, Systems Administrator, Computer Maintenance Technician, Information Systems Support

**Related DOT Code:** 032.132-010, 032.262-010, 039.264-010

**Promotional Opportunities:** May be promoted to systems analyst, software designer, information systems specialist, computer operator, network analyst, or software engineer

**Turnover:** Among employers surveyed, the rate is 16.7% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Many employers surveyed report their employees are unionized.

**COOKS -- RESTAURANT****OES 650260**

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Of those surveyed, no employer indicates a requirement or preference for vocational or technical training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 3 - 24 months experience of cooking experience.

Skills and Qualifications:

Oral communication skills

Basic math skills

Able to read and follow instructions

Able to write legibly and effectively

Able to work independently

Able to work under pressure

Willing to work with close supervision

Sauce making skills

Menu planning skills

Food buying skills

Meat carving skills

Pastry making skills

Food baking skills

Able to pass a pre-employment medical examination

Able to stand continuously for 2 or more hours

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 7.00	\$6.25
New Hires, W/ Experience	\$6.25 - 7.50	\$7.00
After Three Years W/ Firm	\$6.75 - 12.50	\$9.50

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Restaurant Cooks work full-time averaging 38 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	0%	0%	19%	0%	13%	6%
Dental Insurance	0%	0%	19%	0%	13%	6%
Vision Insurance	0%	0%	13%	0%	13%	6%
Life Insurance	0%	0%	13%	0%	13%	6%
Sick Leave	13%	0%	0%	0%	0%	0%
Vacation	69%	6%	0%	0%	0%	0%
Retirement Plan	19%	6%	6%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Cooks -- Restaurant**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, and newspaper ads.

**Turnover:** Among employers surveyed, the rate is 70.4% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 490 - 540 (Very Large)

**Gender:** Employers responding indicate 82% of workers are male, 18% are female.

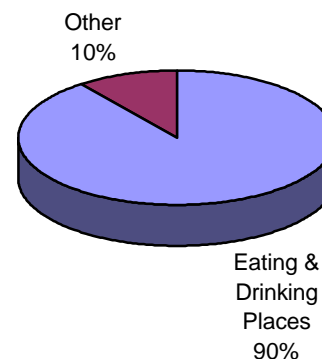
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	100
Total Openings:	150

**Growth Trends:** The new job growth rate for this occupation is 10.2%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many expect growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Line Cooks

**Related DOT Code:** 313.281-010, 313.361-014, 313.361-018, 313.361-030, 313.381-022, 315.361-022, 315.381-018

**Promotional Opportunities:** May be promoted to crew chief, swing manager, kitchen manager, assistant manager or manager

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 16 employers, representing 224 employees in this occupation, supplied data used in developing the analysis of this occupational profile.



**CUSTOMER SERVICE REPRESENTATIVES****NON-OES 553350998**

Customer Service Representatives talk with customers to find solutions to customers' problems. They may work at a professional, or clerical level. Customer Service Representatives at clerical levels deal with complaints about products or billing or receive orders for products or services. Representatives at professional levels most often are employed with companies selling complex products, such as computers. They answer questions and investigate and correct errors. They may train customers in the use of the product or interpret customer need to technical staff.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. This range of training is expressed between 6 - 48 months.

Experience: Most employers report they prefer work experience in this occupation. They tend to hire applicants with 12 - 24 months of experience engaged in customer service, sales, or clerical work.

Skills and Qualifications:

Oral communication skills  
Basic math skills  
Able to write legibly and effectively  
Able to read and follow instructions  
Able to pay attention to detail  
Willing to work with close supervision  
Able to perform routine, repetitive work  
Able to work independently  
Public contact skills  
Able to conduct an audit  
Able to use word processing and spreadsheet software  
Payroll processing skills  
Telephone answering skills  
Accounting skills  
Bookkeeping skills

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 13.00	\$9.00
New Hires, W/ Experience	\$6.25 - 13.00	\$9.71
After Three Years W/ Firm	\$7.00 - 17.74	\$12.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Customer Service Representatives work full-time averaging 40 hours per week. Some work part-time at an average of 24 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	27%	0%	73%	20%	0%	0%
Dental Insurance	20%	0%	67%	20%	7%	0%
Vision Insurance	20%	7%	47%	0%	7%	0%
Life Insurance	47%	7%	47%	13%	0%	0%
Sick Leave	93%	27%	0%	0%	0%	0%
Vacation	100%	27%	0%	0%	0%	0%
Retirement Plan	27%	7%	60%	13%	0%	0%
Child Care	0%	0%	0%	0%	13%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	*N/A	X
Not Difficult		

\*None of the surveyed employers require previous work experience.

The Job Market for: **Customer Service Representatives**

Experienced applicants: \*Not Applicable

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, walk-in applicants, EDD, and in-house promotion or transfer.

**Turnover:** Among employers surveyed, the rate is 23.2% for employees in this occupation over the past 12 months.

### Size of Occupation and Projections:

EDD OCCUPATIONAL PROJECTIONS UNAVAILABLE FOR NON-OES OCCUPATIONS

### 2002 Employment Trends of Surveyed Employers:

New Permanent Positions Resulting From Growth:	2
Positions Filled Through Promotion:	8
Positions Filled Due to Separation:	21
Temporary Positions:	0
Total Employees Hired in This Occupation Over the Last Year:	31

**Gender:** Employers responding indicate 33% of workers are male, 67% are female.

### Growth Trends:

EDD OCCUPATIONAL PROJECTIONS UNAVAILABLE FOR NON-OES OCCUPATIONS

Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Many expect growth.

## WHERE THE JOBS ARE

The following industries are representative in our survey of this occupation:

Rice Milling  
Newspapers: Publishers, or Publishing & Printing  
Special Industry Machinery, Not Elsewhere Classified  
Computer & Computer Peripheral Equipment & Software  
Groceries & Related Products, Not Elsewhere Classified  
Department Stores  
Auto & Home Supply Stores  
National Commercial Banks  
Fire, Marine, & Casualty Insurance  
Personnel Supply Services

Note: Industrial percentage data is unavailable for non-OES occupations.

## **OTHER INFORMATION:**

**Alternate Job Titles:** Courtesy Desk Clerk, Circulation Clerks, Claims Representative, Member Services Associate

**Related DOT Code:** 205.362-026, 032.262-010, 299.367-010

**Promotional Opportunities:** May be promoted to estimator, cashier, assistant manager, sales manager or office manager

**Union/Collective Bargaining:** Yes. Few employers report their employees are unionized.

**Employer Responses:** 15 employers, representing 127 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**DENTAL ASSISTANTS****OES 660020**

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. All employers surveyed report they require or prefer vocational or technical training prior to hire. This range of training is expressed between 6 - 12 months. To be placed as a registered dental assistant, the state requires candidates to graduate from a board-approved dental assistant program or 18 months of on-the-job training as a dental assistant for a California-licensed dentist.

Experience: Of those surveyed, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience as a dental assistant, front office assistant, or engaged in other health care occupations.

Skills and Qualifications:

Oral communication skills  
 Able to read and follow instructions  
 Able to write legibly and effectively  
 Basic math skills  
 Able to follow oral instructions  
 Good grooming skills  
 Willing to work independently  
 Able to complete and explain insurance forms  
 Able to do ultrasonic scaling  
 Possession of a Radiation Safety Certificate  
 Able to follow billing procedures  
 Knowledge of dental materials  
 Record keeping skills  
 Able to perform or assist with dental procedures

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 10.50	\$9.00
New Hires, W/ Experience	\$7.00 - 13.00	\$10.00
After Three Years W/ Firm	\$9.00 - 15.00	\$12.95

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

\*A few employers report a bonus paid in addition to wages.

Hours Worked: Almost all Dental Assistants work full-time averaging 33 hour per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	26%	26%	9%
Dental Insurance	48%	4%	13%
Vision Insurance	0%	0%	13%
Life Insurance	13%	4%	9%
Sick Leave	61%	0%	13%
Vacation	87%	0%	9%
Retirement Plan	26%	35%	9%
Child Care	4%	4%	9%

\*Percentage is based on 23 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Dental Assistants**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and school or program referrals.

**Turnover:** Among employers surveyed, the rate is 17.5% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 200 - 230 (Large)

**Gender:** Employers responding indicate 0% of workers are male, 100% are female.

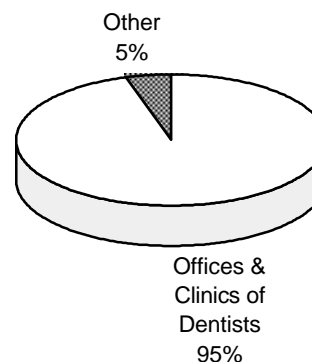
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	30
<u>Separations to 2006:</u>	20
Total Openings:	50

**Growth Trends:** The new job growth rate for this occupation is 15.0%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Registered Dental Assistants

**Related DOT Code:** 079.361-018

**Promotional Opportunities:** May be promoted to front desk receptionist or office manager

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 23 employers, representing 59 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**DENTAL HYGIENISTS****OES 329080**

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** All employers surveyed report they require at least an associate's degree prior to hire. Some require a bachelor's degree. Additionally, it is required by the State that candidates for hire graduate from a board-approved dental hygiene program. This is generally a 24-month program within California.

**Experience:** Almost all employers report that they require or prefer work-related experience. They tend to hire applicants with 12 - 24 months of prior experience as a dental hygienist.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	14%
Dental Insurance:	14%
Vision Insurance:	0%
Life Insurance:	0%
Paid Vacation:	19%
Paid Sick Leave:	14%
Retirement Plan:	10%

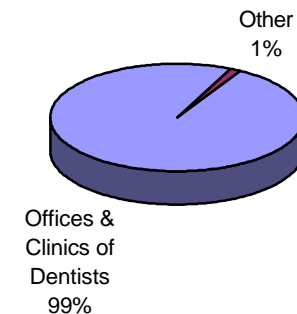
\*Percentage is based on 21 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Almost all Dental Hygienists work part-time averaging 17 hours per week.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$22.00 - 33.12	\$31.25
New Hires, With Experience:	\$25.00 - 50.00	\$32.00
After Three Years With Firm:	\$28.41 - 54.17	\$35.00

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to follow laboratory procedures  
Supervisory skills  
Ability to perform or assist with dental procedures  
Understanding of good diet and nutrition  
General clerical skills  
Record keeping skills  
Knowledge of anesthesiology  
Possession of a Radiation Safety Certificate  
Ability to write effectively and legibly  
Willingness to work with close supervision  
Public contact skills  
Ability to read and follow instructions  
Basic math skills  
Oral communication skills  
Good time management skills

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Registered Dental Hygienists

**Related DOT Code:** 078.361-010

**Career Ladders:** Employers report no promotional opportunities for this occupation

**Nontraditional Occupation:** No. Employers responding report that 98% of workers are female.

**Turnover:** The rate is 2.0% for employees in this occupation over the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and private employment agencies.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Dental Hygienists**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 21 employers, representing 51 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 120 -- Medium

**Growth Projections:** New jobs through 2002: 40  
Separations to 2002: 20  
Total Openings: 60

**Growth Trends:** The new job growth rate for this occupation is 33.3%, which is growing much faster than the average job growth rate of 18.7% for all occupations in the county. Most employers project their firm's employment in this occupation to grow over the next two years. Many anticipate growth will remain stable over this period.

**Gender:** Employers responding indicate 2% of workers are male, 98% female.

**DISPATCHERS -- EXCEPT POLICE, FIRE, AND AMBULANCE****OES 580050**

Dispatchers (except Police, Fire, and Ambulance) schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers or for normal installation, service, or emergency repairs rendered outside the place of business. Their duties may include use of radio/telephone to transit assignments and compile statistics and reports on the progress of work. Does not include Police, Fire and Ambulance Dispatchers.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Few employers indicate they require technical or vocational training prior to hire.

Experience: Many employers report they require or prefer work experience in this occupation. Those desiring prior experience tend to hire applicants with 24 - 36 months of previous dispatching or related experience.

Skills and Qualifications:

Able to listen to what others are saying and ask questions as appropriate  
 Able to talk to others to effectively convey information  
 Able to communicate effectively with others in writing as indicated by the needs of the audience  
 Able to adjust actions in relation to others' actions  
 Able to understand written sentences and paragraphs in work documents  
 Able to identify the nature of problems  
 Able to determine the kind of tools and equipment needed to do a job  
 Able to manage one's own time and the time of others  
 Able to obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work  
 Knowing how to find information and identifying essential information  
 Able to weigh the relative costs and benefits of a potential action  
 Knowledge of local streets  
 Able to handle crisis situations  
 Customer service skills

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 15.06	\$7.50
New Hires, W/ Experience	\$6.00 - 16.88	\$9.00
After Three Years W/ Firm	\$7.00 - 19.57	\$11.22

Hours Worked: Among employers surveyed, all Dispatchers work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	53%	27%	0%
Dental Insurance	33%	20%	13%
Vision Insurance	33%	20%	0%
Life Insurance	47%	0%	0%
Sick Leave	40%	0%	0%
Vacation	93%	0%	0%
Retirement Plan	7%	47%	7%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		X
Not Difficult	X	

The Job Market for: **Dispatchers--Except Police, Fire, Ambulance**  
Experienced applicants: Very Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

**Employer Responses:** 15 employers, representing 37 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 80 - 100 (Small)

**Gender:** Employers responding indicate 65% of workers are male, 35% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	10
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 25.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are

Trucking & Courier Services	37.8%
Local & Suburban Transportation	10.2%
Miscellaneous Repair Shops	10.2%
Concrete, Gypsum, and Plaster Products	8.2%
Combination Utility Services	5.1%
New & Used Car Dealers	5.1%
Other	23.4%

## OTHER INFORMATION:

**Alternate Job Titles:** Warehouse Dispatcher,  
Administrative Assistant--Maintenance

**Related DOT Code:** 239.167-014, 239.367-014, 932.167-010,  
249.367-070, 913.367-010, 919.162-010, 952.167-010

**Promotional Opportunities:** May be promoted to salesperson, supervisor, or manager

**Turnover:** Among employers surveyed, the rate is 13.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.



**DRIVER / SALES WORKERS****OES 971170**

Driver/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins, and to refill and service vending machines. Includes newspaper delivery drivers.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Some indicate they require or prefer one month of technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 3 - 24 months of experience as a driver/sales worker.

Skills and Qualifications:

Possession of a valid Class B driver's license  
 Possession of a valid Class A driver's license  
 Knowledge of local streets  
 Map reading skills  
 Understanding of inventory techniques  
 Cash handling skills  
 Record keeping skills  
 Business math skills  
 Able to read invoices  
 Able to pass a pre-employment medical examination  
 Able to lift at least 50 pounds repeatedly  
 Able to read and follow instructions  
 Able to write legibly  
 Oral communication skills  
 Good grooming skills  
 Able to work independently  
 Customer service skills

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.25 - 12.50	\$9.50
New Hires, W/ Experience	\$7.00 - 12.50	\$10.00
After Three Years W/ Firm	\$8.50 - 17.26	\$12.50

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

\*A few employers report that employees earn commission in addition to these wages.

Hours Worked: Almost all Driver/Sales Workers work full-time at an average of 45 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	47%	40%	0%
Dental Insurance	47%	33%	0%
Vision Insurance	27%	27%	7%
Life Insurance	40%	20%	7%
Sick Leave	67%	0%	0%
Vacation	87%	0%	0%
Retirement Plan	53%	13%	7%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Driver/Sales Workers**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and private employment agencies.

**Turnover:** Among employers surveyed, the rate is 41.8% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 140 (Medium)

**Gender:** Employers responding indicate 100% of workers are male, 0% are female.

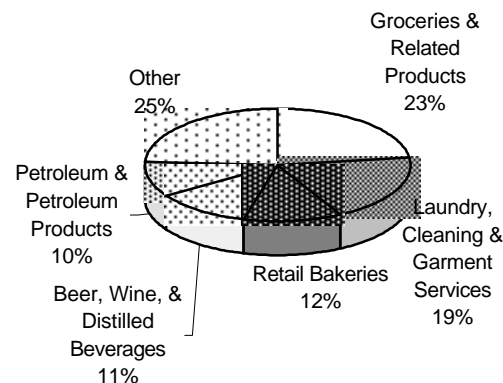
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	0
<u>Separations to 2006:</u>	20
Total Openings:	20

**Growth Trends:** The new job growth rate for this occupation is 0%, indicating growth remains stable relative to the average growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to grow over the next two years. Some anticipate growth will remain stable over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Delivery Driver, Route Sales Representative

**Related DOT Code:** 292.353-010, 292.363-010, 292.463-010, 292.483-010, 292.667-010

**Promotional Opportunities:** May be promoted to sales representative, receiving clerk, purchaser, route supervisor, warehouse supervisor, sales manager

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**Employer Responses:** 15 employers, representing 75 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**ELECTRICIANS****OES 872020**

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Please include Protective Signal Installers and Repairers and Street Light Servicers.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Almost all employers report they require a high school diploma or equivalent prior to employment. Most indicate they require or prefer previous electrical training. A few employers express a preference for "on-the-job" training, teaching job-specific skills to apprentice employees.

**Experience:** Almost all employers report that they require or prefer work-related experience. They tend to hire applicants with 12 - 36 months of prior electrical experience. This experience may extend to construction, automotive, agricultural pump, or hydro systems.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	88%
Dental Insurance:	41%
Vision Insurance:	35%
Life Insurance:	47%
Paid Vacation:	71%
Paid Sick Leave:	35%
Retirement Plan:	35%

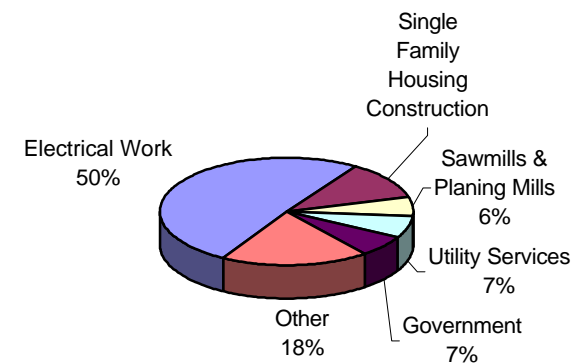
\*Percentage is based on 17 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Almost all Electricians work full-time at an average of 40 hours per week.

<b><u>*Wages:</u></b>	<b><u>Non-Union Range</u></b>	<b><u>Union Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$6.00 - 8.00	\$8.00 - 14.09	\$8.00
New Hires, With Experience:	\$5.75 - 15.00	\$10.60 - 28.00	\$13.00
After Three Years With Firm:	\$7.50 - 20.00	\$22.83 - 28.77	\$20.00

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to install electrical equipment  
Ability to understand electrical code  
Ability to read and understand blueprints  
Cost estimating skills  
Soldering skills  
Ability to climb ladders  
Possession of good color perception  
Ability to crawl under buildings  
Ability to stand continuously for 2 or more hours  
Possession of mechanical aptitude  
Ability to make use of cognitive thinking  
Ability to maintain good relations with public  
Ability to abide by safety requirements  
Shop math skills  
Ability to provide own hand tools  
Ability to work independently

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, union hall referrals, and walk-in applicants.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Electricians**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 17 employers, representing 101 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Electrical Lineworker, Journeyman Electrician, Electrical Helper, Field Electrician, Alarm Technician

**Related DOT Code:** 824.681-010, 825.381-030, 825.381-034, 824.261-010, 824.261-014, 806.381-062

**Career Ladders:** May be promoted to foreman, estimator, project manager, superintendent, supervisor or manager position

**Nontraditional Occupation:** Yes. Employers responding report that 2% of workers are female.

**Turnover:** The rate is 6.9% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Some employers surveyed report their employees are unionized.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 120 -- Medium

**Growth Projections:** New jobs through 2002: 20  
Separations to 2002: 20  
Total Openings: 40

**Growth Trends:** The new job growth rate for Electricians is 16.7%, which is growing slower than the average new job growth rate of 18.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

**Gender:** Employers responding indicate 98% of workers are male, 2% are female.

**FINANCIAL MANAGERS****OES 130020**

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least an associate's degree. Most indicate they require a bachelor's degree. Some report they require technical or vocational training prior to hire. Employers indicate this is generally sought as training in banking operations, financial education, or accounting. The range of training expressed is between 24 - 48 months.

Experience: Of those surveyed, all employers report they require work experience in this occupation. They tend to hire applicants with 24 - 60 months of experience as a financial manager or accountant.

Skills and Qualifications:

Able to use logic and analysis to identify the strengths and weaknesses of different approaches  
 Able to weigh the relative costs and benefits of a potential action  
 Able to understand written sentences and paragraphs in work documents  
 Able to adjust actions in relation to others' actions  
 Able to know how to find information and identify essential information  
 Able to determine how money will be spent to get the work done, and account for these expenditures  
 Able to communicate effectively with others in writing as indicated by the needs of the audience  
 Able to talk to others to effectively convey information  
 Able to identify the nature of problems  
 Able to look at many indicators of system performance, taking into account their accuracy  
 Able to use mathematics to solve problems  
 Word processing, spreadsheet, and database skills

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	**N/A	**N/A
New Hires, W/ Experience	\$9.00 - 31.16	\$16.78
After Three Years W/ Firm	\$11.00 - 34.23	\$23.44

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

\*\*All surveyed employers require previous work experience.

Hours Worked: Of those surveyed, all Financial Managers work full-time averaging 41 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	67%	33%	0%
Dental Insurance	53%	13%	7%
Vision Insurance	60%	20%	0%
Life Insurance	80%	7%	0%
Sick Leave	87%	7%	0%
Vacation	100%	0%	0%
Retirement Plan	33%	53%	7%
Child Care	0%	0%	7%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	*N/A
Not Difficult		

\*All surveyed employers require previous work experience.

The Job Market for: **Financial Managers**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: \*Not Applicable

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, private employment agencies, and trade journals.

**Turnover:** Among employers surveyed, the rate is 10.5% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 360 - 420 (Large)

**Gender:** Employers responding indicate 53% of workers are male, 47% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	60
<u>Separations to 2006:</u>	40
Total Openings:	100

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## WHERE THE JOBS ARE

Depository Institutions	10.3%
Accounting, Auditing, & Bookkeeping	10.3%
Nonresidential Building Construction	9.1%
Trusts	7.9%
Civic & Social Associations	6.5%
Health Services	4.1%
Social Services	3.3%
Local Government, Except Hospitals & Education	3.4%
Industrial & Commercial Machinery & Computer Equi	2.7%
Preserved Fruits & Vegetables	2.4%
Fabricated Metal Products	2.4%
Personal Credit Institutions	2.2%
Other	35.4%

## OTHER INFORMATION:

**Alternate Job Titles:** Controller, Business Manager, Branch Manager, Director of Finance, Fiscal Officer

**Related DOT Code:** 160.167-058, 161.117-018, 169.167-086, 186.117-070, 186.117-078, 186.167-086

**Promotional Opportunities:** May be promoted to controller, president, or other high profile branch managing position

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**Employer Responses:** 15 employers, representing 19 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## FIRST LINE SUPERVISORS AND MANAGER/SUPERVISORS -- CLERICAL AND ADMINISTRATIVE SUPPORT OCCUPATIONS OES 510020

First Line Clerical and Administrative Support Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some Manager/Supervisors may also engage, in part, in the same clerical work as the workers they supervise.

### EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require at least an associate's degree. Some indicate they require a bachelor's degree. Many report they require technical or vocational training prior to hire. Employers express seeking the following sources of training: lending classes, loan processing, financial education, marketing, and accounting. This range of training is expressed between 1 - 48 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 60 months of prior supervising/managing experience.

#### Skills and Qualifications:

Oral communication skills  
Able to write legibly and effectively  
Able to read and follow instructions  
Basic math skills  
Willing to work with close supervision  
Customer service skills  
Able to pay attention to detail  
Able to work independently  
Problem solving skills  
Record keeping skills  
Supervisory skills  
Able to plan and organize the work of others  
Able to manage an activity or department  
Office management skills  
Able to hire and assign personnel  
Spreadsheet, word processing, and database skills

### WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.33 - 21.58	\$13.96
New Hires, W/ Experience	\$6.44 - 24.31	\$14.38
After Three Years W/ Firm	\$9.21 - 32.77	\$17.26

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

\*Few firms report paying bonus or commission in addition to wages.

Hours Worked: Of those surveyed, all First Line Clerical and Administrative Support Manager/Supervisors work full-time averaging 41 hours per week.

#### Benefits (% of Employers\* Offering Benefits):

	<u>Employer Paid</u>	<u>Shared Cost</u>	<u>Employee Pays All</u>
Medical Insurance	33%	53%	7%
Dental Insurance	13%	40%	13%
Vision Insurance	20%	33%	7%
Life Insurance	53%	20%	0%
Sick Leave	93%	0%	0%
Vacation	100%	0%	0%
Retirement Plan	33%	60%	0%
Child Care	0%	0%	13%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **First Line Sups/Mgrs--Clerical/Admin Support**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

**Turnover:** Among employers surveyed, the rate is 31.6% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 920 - 1,040 (Very Large)

**Gender:** Employers responding indicate 38% of workers are male, 62% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	120
<u>Separations to 2006:</u>	150
Total Openings:	270

**Growth Trends:** The new job growth rate for this occupation is 13.0%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Almost all employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## WHERE THE JOBS ARE

Real Estate	21.4%
Health Services	10.6%
Business Services	8.7%
Depository Institutions	7.4%
State & Local Government, Ex. Hospitals & Education	4.9%
Preserved Fruits & Vegetables	4.2%
Educational Services	4.1%
Civic & Social Associations	4.0%
Motor Freight Transportation & Warehousing	2.6%
Department Stores	1.9%
Eating & Drinking Places	1.6%
Heavy Construction, Except Highway	1.4%
Other	27.2%

## OTHER INFORMATION:

**Alternate Job Titles:** Office Manager, Administrative Assistant, Assistant Manager, Operations Manager

**Related DOT Code:** 168.167-058, 209.132-010, 211.137-010, 215.137-014, 216.132-010, 222.137-030, 248.137-018

**Promotional Opportunities:** May be promoted to regional and branch manager, divisional assistant, or director

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 15 employers, representing 21 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.



**GENERAL OFFICE CLERKS****OES 553470**

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Please do not include workers whose duties are narrowly defined.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Almost all employers report they require a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. Most express they will accept training as a substitute for prior work experience.

**Experience:** Almost all employers report that they require or prefer work-related experience. They tend to hire applicants with 6 - 24 months of experience as an office clerical worker, bookkeeper, bank teller, receptionist, or various other office or billing positions.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS****Full-Time**

Medical Insurance:	69%
Dental Insurance:	38%
Vision Insurance:	38%
Life Insurance:	38%
Paid Vacation:	69%
Paid Sick Leave:	56%
Retirement Plan:	25%

\*Percentage is based on 16 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Many General Office Clerks work full-time averaging 42 hours per week. Many work "on-call" at an average of 10 hours weekly.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$5.75 - 6.75	\$6.00
New Hires, With Experience:	\$5.80 - 8.50	\$6.95
After Three Years With Firm:	\$6.75 - 12.00	\$8.00

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

Health Services	14.9%
Educational Services	8.0%
Business Services	3.6%
Department Stores	3.5%
Membership Organizations	3.5%
New & Used Car Dealers	1.7%
Grocery Stores	1.6%
Single-Family Housing Construction	1.6%
Trucking	1.6%
Gas & Other Services Combined	1.5%
Fire, Marine, & Casualty Insurance	1.5%
Other	57.0%

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Record keeping skills  
Alphabetic and numeric filing skills  
Ability to operate a 10-key adding machine by touch  
Ability to operate a transcribing machine  
English grammar, spelling, and punctuation skills  
Telephone answering skills  
Ability to write effectively and legibly  
Ability to type at least 45 wpm  
Ability to perform routine, repetitive work  
Willingness to work with close supervision  
Public contact skills / oral communication skills  
Basic math skills  
Ability to read and follow instructions  
Customer service skills  
Ability to organize work  
Word Processing, spreadsheet, database and desktop publishing skills

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

The Job Market for: **General Office Clerks**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Very Competitive

**Employer Responses:** 16 employers, representing 177 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Clerk Typist, Clerk, Administrative Assistant, Office Aide, Receptionist, Secretary, File Clerk

**Related DOT Code:** 209.562-010, 219.362-010, 245.362-014, 219.362-026

**Career Ladders:** May be promoted to bookkeeper, program coordinator, office manager, or other managerial positions

**Nontraditional Occupation:** No. Employers responding report that 82% of workers are female.

**Turnover:** The rate is 10.2% for employees in this occupation over the past 12 months.

**Unionization:** No. Employers responding indicate no unionization for this occupation.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 1,520 -- Very Large

**Growth Projections:** New jobs through 2002: 180  
Separations to 2002: 270  
Total Openings: 450

**Growth Trends:** The average new job growth rate for this occupation is 11.8%, which is growing slower than the average job growth rate of 18.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth during this period.

**Gender:** Employers responding indicate 18% of workers are male, 82% female.

**GUARDS AND WATCH GUARDS****OES 630470**

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Almost all employers report they require a high school diploma or equivalent prior to employment. Many indicate they require or prefer vocational training prior to hire. Some of the following have been indicated: 3 months of guard training program or security officer school, law enforcement education, post academy training, CPR & First Aid.

**Experience:** Almost all firms report that they require or prefer work-related experience. They tend to hire applicants with 3 - 12 months of military experience, previous guard experience, or those with a background in criminal justice.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS****Full-Time**

Medical Insurance:	59%
Dental Insurance:	53%
Vision Insurance:	41%
Life Insurance:	41%
Paid Vacation:	59%
Paid Sick Leave:	53%
Retirement Plan:	41%

\*Percentage is based on 17 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Many Guards & Watch Guards work full-time averaging 40 hours per week. Some work part-time, at an average of 20 hours weekly. Few work "on-call" at 18 hours per week.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$5.75 - 12.95	\$6.75
New Hires, With Experience:	\$5.75 - 12.95	\$7.00
After Three Years With Firm:	\$6.50 - 14.29	\$8.45

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

Detective & Armored Car Services	36.3%
Real Estate	7.9%
Eating & Drinking Places	7.4%
Educational Services	7.3%
Health Services	6.9%
Department Stores	6.4%
Civic & Social Associations	5.9%
Amusement & Recreation Services	4.5%
Hotels & Motels	3.4%
Government	2.9%
Residential Construction	2.0%
Other	9.1%

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to follow security protection procedures  
Ability to administer emergency first aid  
Bondable  
Ability to operate video surveillance equipment  
Ability to use a baton  
Security guard registration (Guard Card)  
Possession of a valid driver's license  
Licensed to carry firearms  
Ability to write effectively and legibly  
Possession of a reliable vehicle  
Possession of a police record  
Willingness to work independently  
Knowledge of CPR & First Aid  
Understanding of criminal law  
Ability to exercise calm and patience in crisis situations  
Public contact skills / oral communication skills

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, in-promotion or transfer, and walk-in applicants.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Guards and Watch Guards**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 17 employers, representing 206 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Security Officer, Security Guard, Security Manager, Loss Prevention Officer, Asset Protection

**Related DOT Code:** 372.563-010, 372.667-030, 372.567-010

**Career Ladders:** May be promoted from sergeant to lieutenant to captain; may be promoted to security manager, asset protection leader, loss prevention manager

**Nontraditional Occupation:** Yes. Employers responding report that 24% of workers are female.

**Turnover:** The rate is 20.9% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Few employers responding indicate their employees are unionized.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 160 -- Medium

**Growth Projections:** New jobs through 2002: 40  
Separations to 2002: 30  
Total Openings: 70

**Growth Trends:** The new job growth rate for this occupation is 25.0%, which is growing faster than the average job growth rate of 18.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

**Gender:** Employers responding indicate 76% of workers are male, 24% are female.

**HAND PACKERS AND PACKAGERS****OES 989020**

Hand Packers and Packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Of those surveyed, no employer indicates a need for training prior to hire.

Experience: Some employers report they prefer work experience in in this occupation. Employers with this preference tend to hire applicants with 6 months prior experience as a hand packer or packager.

Skills and Qualifications:

Basic math skills  
 Oral communication skills  
 Able to write legibly  
 Able to read and follow instructions  
 Willing to work with close supervision  
 Able to work independently  
 Able to lift at least 50 pounds repeatedly  
 Good eye-hand coordination  
 Able to stand continuously for 2 or more hours  
 Able to sit continuously for 2 or more hours

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.12	\$7.13
New Hires, W/ Experience	\$6.25 - 9.50	\$7.25
After Three Years W/ Firm	\$6.75 - 12.00	\$9.25

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Many Hand Packers and Packagers work seasonally averaging 39 hours per week. Many work full-time at an average of 40 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	25%	38%	0%
Dental Insurance	19%	31%	0%
Vision Insurance	6%	19%	6%
Life Insurance	38%	6%	0%
Sick Leave	50%	0%	0%
Vacation	63%	0%	0%
Retirement Plan	6%	50%	0%
Child Care	0%	6%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	<b>*N/A</b>	
Not Difficult		<b>X</b>

\*None of the surveyed employers required previous work experience.

The Job Market for: **Hand Packers and Packagers**

Experienced applicants: \*Not Applicable

Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, newspaper ads, and private employment agencies.

**Turnover:** Among employers surveyed, the rate is 7.0% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 440 - 490 (Large/Very Large)

**Gender:** Employers responding indicate 43% of workers are male, 57% are female.

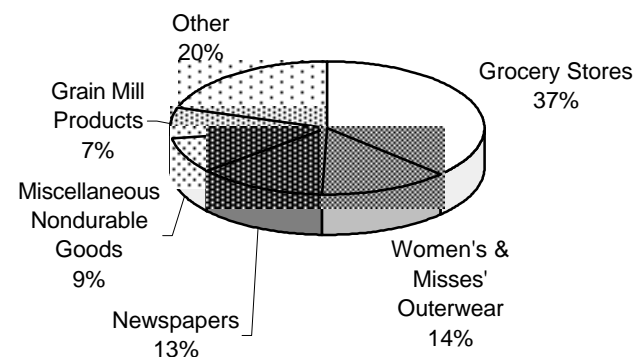
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	80
Total Openings:	130

**Growth Trends:** The new job growth rate for this occupation is 11.4%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Assembling Packagers, Warehouse Workers, Bundlers, Customer Service Clerk, Grader

**Related DOT Code:** 529.687-022, 753.687-038, 784.687-042, 920.587-018, 920.687-122, 920.687-146, 929.684-010

**Promotional Opportunities:** May be promoted to machine operator, driver, pack supervisor, salesperson, or manager

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 16 employers, representing 203 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS****OES 859020**

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Most indicate they require or prefer technical or vocational training prior to hire. Employers indicate this training is generally sought through heating, air conditioning, and refrigeration trade schools.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 60 months or prior heating, air conditioning, and refrigeration experience.

Skills and Qualifications:

Install equipment, machines, wiring, or programs to meet specifications  
 Able to determine what is causing an operating error and deciding what to do about it  
 Able to repair machines or systems using the needed tools  
 Able to conduct tests to determine whether equipment, software, or procedures are operating as expected  
 Able to determine the kind of tools and equipment needed to do a job  
 Able to perform routine maintenance and determine when and what kind of maintenance is needed  
 Able to identify the nature of problems  
 Able to inspect and evaluate the quality of products  
 Able to use logic and analysis to identify the strengths and weaknesses of different approaches  
 Ability to read blueprints  
 Able to lift at least 100 pounds repeatedly  
 Possession of a good Department of Motor Vehicles driving record  
 Public contact skills

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 10.00	\$8.00
New Hires, W/ Experience	\$5.75 - 15.00	\$10.00
After Three Years W/ Firm	\$12.00 - 22.50	\$17.00

Hours Worked: Almost all Dispatchers work full-time averaging 43 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	40%	53%	0%
Dental Insurance	20%	0%	13%
Vision Insurance	13%	0%	20%
Life Insurance	13%	0%	7%
Sick Leave	20%	0%	7%
Vacation	87%	0%	7%
Retirement Plan	13%	20%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Heating, Air Conditioning & Refrigeration**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

**Employer Responses:** 15 employers, representing 90 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 100 - 130 (Medium)

**Gender:** Employers responding indicate 100% of workers are male, 0% are female.

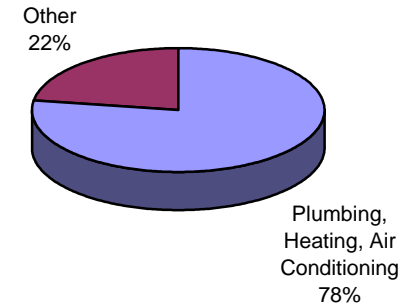
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	30
<u>Separations to 2004:</u>	20
Total Openings:	50

**Growth Trends:** The new job growth rate for this occupation is 30.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Most employers project their firm's employment in this occupation to grow over the next two years. Some anticipate growth to remain stable over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** HVAC Installers & Technicians, Service Technicians, Installers

**Related DOT Code:** 637.261-014, 637.261-026, 637.381-010, 637.381-014, 827.361-014, 862.361-010, 869.281-010

**Promotional Opportunities:** May be promoted to lead installer, service technician, estimator, supervisor, shop manager

**Turnover:** Among employers surveyed, the rate is 18.9% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.



**HOME HEALTH AIDES****OES 660110**

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include Nursing Aides and Homemakers.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Some indicate they require 2 - 3 months of technical or vocational training prior to hire. To become licensed as a Certified Home Health Aide, 65 hours of supervised clinical training and 55 hours of classroom training or 40 hours of supervised clinical training if applicant is a certified nurse assistant. Applicant for licensing must undergo a criminal background check.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months experience as a home health aide.

Skills and Qualifications:

Able to apply transferring techniques moving patients  
 Able to write effectively and legibly  
 Possession of a valid driver's license  
 Certificated to perform cardio pulmonary resuscitation (CPR)  
 Possession of an Home Health Aide Certificate  
 Possession of a Certified Nurse Assistant qualification  
 Able to prepare meals  
 Able to pass a pre-employment medical examination  
 Basic math skills  
 Oral communication skills  
 Able to read and follow instructions  
 Willing to work with close supervision  
 Able to work independently  
 Possession of a reliable vehicle

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 8.57	\$6.63
New Hires, W/ Experience	\$6.25 - 9.00	\$7.11
After Three Years W/ Firm	\$6.25 - 12.08	\$8.70

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Home Health Aides work part-time at an average of 26 hours per week. Some work full-time averaging 39 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	25%	6%	25%	13%	0%	0%
Dental Insurance	25%	0%	13%	13%	6%	0%
Vision Insurance	19%	0%	6%	13%	0%	0%
Life Insurance	31%	6%	0%	6%	0%	0%
Sick Leave	69%	19%	0%	0%	0%	0%
Vacation	63%	13%	0%	0%	0%	0%
Retirement Plan	25%	6%	6%	6%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Home Health Aides**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, walk-in applicants, and colleges and universities.

**Turnover:** Among employers surveyed, the rate is 86.8% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 370 -- 420 (Large)

**Gender:** Employers responding indicate 20% of workers are male, 80% are female.

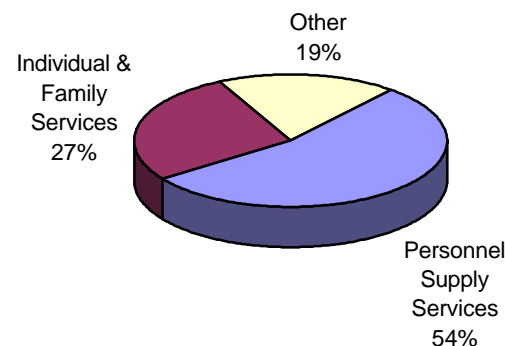
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	40
Total Openings:	90

**Growth Trends:** The new job growth rate for this occupation is 13.5%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to grow over the next two years. Some anticipate growth to remain stable over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Home Care Providers, Care Givers

**Related DOT Code:** 354.377-014

**Promotional Opportunities:** May be promoted to medical records technician, administrative clerk, assistant manager, house manager, or care coordinator

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 16 employers, representing 369 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**HOSTS, HOSTESSES -- RESTAURANT, LOUNGE, OR COFFEE SHOP****OES 650020**

Hosts and Hostesses -- Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

**EMPLOYER REQUIREMENTS**

Education and Training: Some employers report they require a high school diploma or equivalent. Among those surveyed, none indicate they require or prefer technical or vocational training prior to hire.

Experience: Some employers report they require or prefer work experience in this occupation. Those seeking experience tend to hire applicants with 6 months of cash registering, general restaurant, or prior host or hostess experience.

Skills and Qualifications:

Able to actively look for ways to help people  
 Able to adjust actions in relation to others' actions  
 Able to use mathematics to solve problems  
 Able to manage one's own time and the time of others  
 Able to talk to others to effectively convey information  
 Able to be aware of others' reactions and understand why they react the way they do  
 Able to identify the nature of problems  
 Able to motivate, develop, and direct people as they work, identifying the best people for the job  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to stand continuously for 2 or more hours  
 Willing to work with close supervision  
 Able to work under pressure

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.00	\$5.75
New Hires, W/ Experience	\$5.75 - 6.50	\$5.75
After Three Years W/ Firm	\$5.75 - 7.25	\$5.75

\*A few employers surveyed report that Hosts/Hostesses earn tips in addition to wages.

Hours Worked: Most Hosts and Hostesses work part-time averaging 21 hours per week. A few work seasonally at an average of 20 hours weekly. A few work full-time averaging 37 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	0%	0%	7%	13%	0%	0%
Dental Insurance	0%	0%	7%	13%	0%	0%
Vision Insurance	0%	0%	7%	7%	0%	0%
Life Insurance	0%	0%	0%	0%	0%	0%
Sick Leave	0%	0%	7%	7%	0%	0%
Vacation	7%	13%	7%	7%	0%	0%
Retirement Plan	0%	0%	7%	13%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

The Job Market for: **Hosts & Hostesses**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, current employee referrals, and newspaper ads.

**Employer Responses:** 15 employers, representing 105 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 220 - 240 (Large)

**Gender:** Employers responding indicate 27% of workers are male, 73% are female.

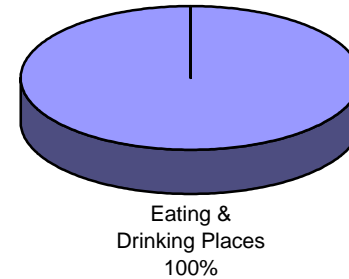
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	50
Total Openings:	70

**Growth Trends:** The new job growth rate for this occupation is 9.1%, which is growing slower than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Server, Dining Room Attendants

**Related DOT Code:** 310.137-010

**Promotional Opportunities:** May be promoted to server, waiter/waitress, bartender, cook, banquet manager, food & beverage director, or shift manager

**Turnover:** Among employers surveyed, the rate is 64.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**INSTRUCTORS AND COACHES -- SPORTS AND PHYSICAL TRAINING****OES 313210**

Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. Does not include persons required to hold teaching credentials or who coach professional athletic teams.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. A few require an associate's degree. Most indicate they require or prefer technical or vocational training prior to hire. Specific training requirements vary widely, depending on the type of specialization sought by the employer.

Experience: Among those surveyed, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 3 - 24 months of previous experience as a sports or physical training instructor or coach.

Skills and Qualifications:

Able to talk to others to effectively convey information  
 Able to teach others how to do something  
 Able to adjust actions in relation to others' actions  
 Able to use multiple approaches when learning or doing something  
 Being aware of others' reactions and understanding why they react the way they do  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to motivate, develop, and direct people as they work, identifying the best people for the job  
 Able to develop approaches for implementing an idea  
 Able to work with new material or information to grasp its implications  
 Able to identify the things that must be changed to achieve a goal  
 Able to perform cardio pulmonary resuscitation  
 Able to pass a pre-employment medical examination  
 Possession of a clean police record

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$8.00 - 14.00	\$9.50
New Hires, W/ Experience	\$5.75 - 15.00	\$10.25
After Three Years W/ Firm	\$7.10 - 25.00	\$13.90

Hours Worked: Most Sports and Physical Training Instructors and Coaches work part-time averaging 13 hours per week. Some work seasonally at an average of 14 hours weekly. A few work full-time at an average of 42 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	22%	0%	11%	0%	0%	0%
Dental Insurance	17%	0%	6%	0%	6%	0%
Vision Insurance	6%	0%	6%	0%	0%	0%
Life Insurance	6%	0%	11%	0%	0%	0%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	39%	0%	0%	0%	0%	0%
Retirement Plan	11%	0%	6%	0%	6%	0%
Child Care	6%	0%	0%	6%	6%	6%

\*Percentage is based on 18 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Instructors & Coaches**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

**Employer Responses:** 18 employers, representing 181 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 230- 310 (Large)

**Gender:** Employers responding indicate 51% of workers are male, 49% are female.

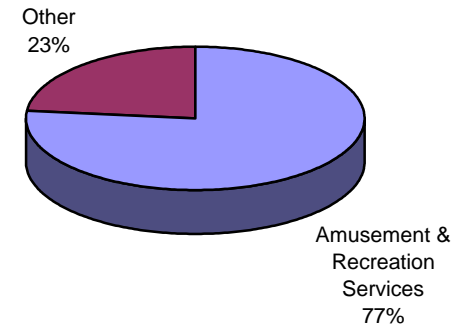
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	80
<u>Separations to 2004:</u>	20
Total Openings:	100

**Growth Trends:** The new job growth rate for this occupation is 34.8%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to grow over the next two years anticipate growth remaining stable over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Coach, Teaching Professional, Fitness Trainer, Personal Trainer, Golf Pro, Aerobic/Cardio-Vascular Instructor, Exercise Physiologist

**Related DOT Code:** 099.224-010, 153.227-014, 153.227-018

**Promotional Opportunities:** May be promoted from assistant coach to head coach; from golf pro to head pro to manager; from apprentice to teaching pro; may be promoted to fitness director, tennis director, recreation leader, advanced coach, supervisor, assistant manager, or varsity coach

**Turnover:** Among employers surveyed, the rate is 9.9% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**JANITORS AND CLEANERS -- EXCEPT MAIDS AND HOUSEKEEPING****OES 670050**

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of needs for repairs and additions, and cleaning snow or debris from sidewalk. Please do not include Maids and Housekeepers.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Almost all employers report they require a high school diploma or equivalent prior to employment. All those surveyed report they do not require training, and few indicate a preference for prior training. However, almost all employers express that their firm will accept training as a substitute for experience.

**Experience:** Most employers report that they require or prefer work-related experience. They tend to hire applicants with 6 - 12 months of previous janitorial or related experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS****Full-Time**

Medical Insurance:	53%
Dental Insurance:	53%
Vision Insurance:	53%
Life Insurance:	20%
Paid Vacation:	47%
Paid Sick Leave:	53%
Retirement Plan:	47%

\*Percentage is based on 15 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Many Janitors work full-time averaging 40 hours per week. Some work part-time at an average of 21 hours weekly; some "on-call" with widely varying hours.

<b><u>*Wages:</u></b>	<b><u>Non-Union Range</u></b>	<b><u>Union Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$5.75 - 7.90	\$7.67 - 9.57	\$7.85
New Hires, With Experience:	\$5.75 - 8.43	\$8.48 - 10.77	\$8.48
After Three Years With Firm:	\$6.50 - 9.00	\$9.35 - 13.42	\$9.35

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

Educational Services	30.9%
Business Services	16.3%
Health Services	6.7%
Eating Places	5.4%
Membership Organizations	4.7%
Real Estate	3.4%
Carpet & Upholstery Cleaning	3.0%
Social Services	2.3%
Department Stores	1.6%
Hotels & Motels	1.5%
Other	22.1%

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to understand floor polishing equipment  
Understanding of cleaning compounds and solutions  
Brush painting skills  
Lawn and garden care skills  
Window washing skills  
Pest extermination skills  
Painting skills  
Ceramic or floor tile repair skills  
Carpentry skills  
People skills  
Ability to shampoo carpets  
Possession of a valid driver's license  
Lift at least 100 lbs. Repeatedly  
Possession of a reliable vehicle  
Ability to read and follow directions  
Ability to work independently

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, in-house promotion or transfer, and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

The Job Market for: **Janitors and Cleaners**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Very Competitive

**Employer Responses:** 15 employers, representing 150 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Custodian, Maintenance, Grounds Worker

**Related DOT Code:** 381.687-014, 382.664-010, 389.683-010, 381.687-026, 381.687-034, 389.687-014

**Career Ladders:** May be promoted to lead custodian, other maintenance or supervisor positions

**Nontraditional Occupation:** Yes. Employers responding report that 14% of workers are female.

**Turnover:** The rate is 27.3% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Many employers report their employees are unionized.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 850 -- Very Large

**Growth Projections:**

New jobs through 2002:	130
<u>Separations to 2002:</u>	130
Total Openings:	260

**Growth Trends:** The new job growth rate for this occupation is 15.3%, which is growing slower than the average job growth rate of 18.7% for all occupations in the county. Almost all employers responding project their firm's employment in this this occupation to remain stable over the next two years.

**Gender:** Employers responding indicate 86% of workers are male, 14% are female.



**LABORERS, LANDSCAPING AND GROUNDSKEEPING****OES 790410**

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

**EMPLOYER REQUIREMENTS**

Education and Training: Some employers report they require a high school diploma. Many indicate they prefer vocational or technical training prior to hire. Employers often report this training as completion of horticulture classes. This range of training is expressed between 6 - 24 months.

Experience: Of those surveyed, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of landscaping or groundskeeping experience.

Skills and Qualifications:

Oral communication skills  
 Able to read and follow instructions  
 Able to write legibly  
 Basic math skills  
 Possession of a reliable vehicle  
 Willing to work with close supervision  
 Public contact skills  
 Able to work independently  
 Sprinkler repair skills  
 Possession of a valid driver's license  
 Knowledge of pesticides, herbicides, and gardening tools  
 Sprinkler installation skills  
 Plumbing repair skills  
 Pruning skills  
 Lawn and garden care skills  
 Knowledge of horticulture  
 Able to lift at least 75 pounds repeatedly

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 8.00	\$7.00
New Hires, W/ Experience	\$7.00 - 9.00	\$7.50
After Three Years W/ Firm	\$9.00 - 15.00	\$10.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Landscaping and Groundskeeping Laborers work full-time averaging 41 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	0%	33%	0%
Dental Insurance	0%	13%	7%
Vision Insurance	0%	20%	7%
Life Insurance	0%	13%	0%
Sick Leave	33%	0%	0%
Vacation	73%	0%	0%
Retirement Plan	7%	13%	7%
Child Care	0%	0%	7%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Landscaping & Groundskeeping Laborers**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and referrals within the industry.

**Turnover:** Among employers surveyed, the rate is 50.8% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 750 - 820 (Very Large)

**Gender:** Employers responding indicate 95% of workers are male, 5% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	70
<u>Separations to 2006:</u>	170
Total Openings:	240

**Growth Trends:** The new job growth rate for this occupation is 9.3%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 8.7%. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

## WHERE THE JOBS ARE

Landscape & Horticultural Services	21.4%
Local Government	22.7%
Personnel Supply Services	10.5%
Elementary & Secondary Schools	5.7%
Real Estate Operators & Lessors	5.6%
Residential Building Construction	4.9%
Plumbing, Heating, Air conditioning	3.9%
Retail Nurseries & Garden Stores	3.3%
Other	22.0%

## OTHER INFORMATION:

**Alternate Job Titles:** Grounds Workers

**Related DOT Code:** 408.687-014, 406.684-014, 406.687-010, 408.684-010

**Promotional Opportunities:** May be promoted to crew leader, estimator, or supervisor

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**Employer Responses:** 15 employers, representing 149 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**LOAN OFFICERS AND COUNSELORS****OES 211080**

Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. Includes such occupations as Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers.

**EMPLOYER REQUIREMENTS**

Education and Training: Of those surveyed, all employers report they require at least a high school diploma or equivalent. A few indicate they require a bachelor's degree. Some employers report they require or prefer technical or vocational training prior to hire. This range of training is expressed between 1 - 12 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience as a loan officer or real estate agent.

Skills and Qualifications:

Able to use mathematics to solve problems  
 Able to weigh the relative costs and benefits of a potential action  
 Able to talk to others to effectively convey information  
 Able to know how to find information and identify essential information  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to understand written sentences and paragraphs in work documents  
 Able to identify the nature of problems  
 Able to use logic and analysis to identify the strengths and weaknesses of different approaches  
 Able to find ways to structure or classify multiple pieces on information  
 Able to communicate effectively with others in writing as indicated by the needs of the audience  
 Knowledge of computer software skills, especially in terms of word processing, spreadsheet, and database

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$8.05 - 16.78	\$11.24
New Hires, W/ Experience	\$6.39 - 23.97	\$15.18
After Three Years W/ Firm	\$9.59 - 38.36	\$20.38

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

\*A few firms report paying commission in addition to wages

Hours Worked: Almost all Loan Officers and Counselors work full-time averaging 41 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	13%	69%	0%
Dental Insurance	13%	63%	0%
Vision Insurance	19%	50%	0%
Life Insurance	44%	19%	13%
Sick Leave	63%	0%	6%
Vacation	63%	0%	6%
Retirement Plan	19%	38%	19%
Child Care	0%	0%	6%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		<b>X</b>
Moderately Difficult	<b>X</b>	
Not Difficult		

The Job Market for: **Loan Officers and Counselors**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, in-house promotion or transfer, and referrals within the industry.

**Turnover:** Among employers surveyed, the rate is 9.5% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 70 - 90 (Small)

**Gender:** Employers responding indicate 43% of workers are male, 57% are female.

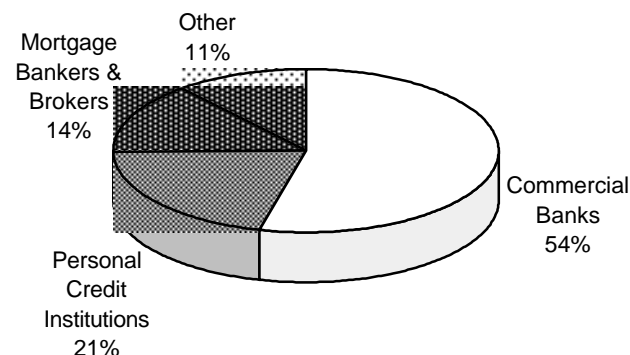
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	10
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 28.6%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

## WHERE THE JOBS ARE



**Alternate Job Titles:** Mortgage Loan Broker, Commercial Loan Officer, Real Estate Loan Agent, Mortgage Banker

**Related DOT Code:** 186.167-078, 186.267-018, 186.267-022, 186.267-026

**Promotional Opportunities:** May be promoted to branch manager, lending manager, sales manager, or regional manager

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 16 employers, representing 95 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**MAINTENANCE REPAIRERS -- GENERAL UTILITY****OES 851320**

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma. Many indicate they require or prefer technical or vocational training prior to hire. This range of training is expressed between 2 - 12 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience as a maintenance repairer.

Skills and Qualifications:

Able to read and follow instructions  
 Able to write legibly  
 Basic math skills  
 Oral communication skills  
 Able to provide own hand tools  
 Able to work independently  
 Willing to work with close supervision  
 Able to repair and install heating and air conditioning systems  
 Swimming pool maintenance skills  
 Plumbing, electrical, carpentry, and painting skills  
 Gas and arc welding skills  
 Able to do cement work  
 Able to operate power hand tools  
 Able to read blueprints  
 Record keeping skills  
 Able to lift at least 50 pounds repeatedly

**WAGES AND BENEFITS**

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.00	Insufficient Data	\$8.00	Insuff Data
New Hires, W/ Experience	\$6.25 - 11.18	\$10.68 - 14.24	\$8.32	\$12.31
After Three Years W/ Firm	\$8.00 - 17.75	\$11.78 - 22.67	\$11.96	\$15.21

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Maintenance Repairers work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	63%	25%	6%
Dental Insurance	56%	19%	6%
Vision Insurance	56%	0%	0%
Life Insurance	44%	6%	0%
Sick Leave	88%	0%	0%
Vacation	94%	0%	0%
Retirement Plan	25%	44%	6%
Child Care	0%	0%	19%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **General Utility Maintenance Repairers**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and the Employment Development Department.

**Turnover:** Among employers surveyed, the rate is 8.6% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 860 - 950 (Very Large)

**Gender:** Employers responding indicate 97% of workers are male, 3% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: 90

Separations to 2006: 140

Total Openings: 230

**Growth Trends:** The new job growth rate for this occupation is 10.5%, which is growing faster than the average job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## WHERE THE JOBS ARE

Local Government, Except Hospitals & Education	22.9%
Real Estate	16.0%
Educational Services	10.1%
Membership Organizations	4.9%
Eating & Drinking Places	4.2%
Hotels & Motels	3.6%
New & Used Car Dealers	3.5%
Hospitals	2.7%
Professional & Commercial Equipment	2.6%
Miscellaneous Business Services	2.1%
Water Transportation Services	2.0%
State Government, Except Hospitals & Education	1.9%
Other	23.5%

## OTHER INFORMATION:

**Alternate Job Titles:** Service Technician, Maintenance Technician, Mechanic, Park Maintenance Technician

**Related DOT Code:** 899.261-014, 899.381-010

**Promotional Opportunities:** May be promoted to maintenance supervisor, park supervisor, construction supervisor

**Union/Collective Bargaining:** Yes. Many employers responding indicate their employees are unionized.

**Employer Responses:** 16 employers, representing 63 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS****OES 130110**

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** All employers surveyed report they require at least a high school diploma or equivalent prior to employment. Many indicate they require a bachelor's degree. There is little emphasis placed on additional vocational or technical training for this occupation.

**Experience:** All employers surveyed report that they require or prefer work-related experience. They tend to hire applicants with 12 - 36 months of prior sales, marketing, promotion, or advertising experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS****Full-Time**

Medical Insurance:	93%
Dental Insurance:	60%
Vision Insurance:	40%
Life Insurance:	73%
Paid Vacation:	93%
Paid Sick Leave:	93%
Retirement Plan:	47%

\*Percentage is based on 15 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** All Marketing, Advertising, & Public Relations managers surveyed work full-time averaging 42 hours per week.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$8.00 - 21.58	\$12.95
New Hires, With Experience:	\$9.50 - 23.97	\$14.38
After Three Years With Firm:	\$11.51 - 25.27	\$17.05

\*Some firms indicate they pay commission or bonuses in addition to wages.

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

Photographic Studios, Portrait	10.9%
Automotive Dealers & Gas Stations	9.8%
Business Services	8.6%
Colleges & Universities	8.2%
Printing, Publishing & Allied Industries	6.7%
Department Stores	6.2%
Communication	5.8%
Social Services	4.0%
Gas & Other Service Combined	3.9%
Eating Places	3.9%
Hospitals	3.5%
Other	28.50%

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to manage an activity or department  
Supervisory skills  
Ability to analyze and use market research data and reports  
Understanding of labor relations practices  
Media advertising sales skills  
Telephone sales techniques skills  
Ability to write effectively and legibly  
Ability to meet sales & other deadlines  
Ability to maintain good customer relationships  
Ability to manage unexpected situations or circumstances  
Ability to manage multiple priorities  
Willingness to travel  
Excellent interpersonal skills  
Ability to organize work and pay attention to detail  
Word processing, spreadsheet, database, and desktop publishing skills  
Emerging skills include increased familiarity with Internet/web page design

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: In-house promotion or transfer, current employee referrals, and newspaper ads.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Marketing, Advertising & Public Relations Mgrs.**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 15 employers, representing 18 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** General Sales Manager, Promotions Director, Product Manager, Marketing Coordinator

**Related DOT Code:** 141.137-010, 163.117-018, 163.117-022, 163.167-010, 163.167-018, 164.117-010, 164.117-018

**Career Ladders:** May be promoted to sales account executive, national sales manager, sales director, vice president, or other management positions

**Nontraditional Occupation:** No. Employers responding report that 44% of workers are female.

**Turnover:** The rate is 11.1% for employees in this occupation over the past 12 months.

**Unionization:** No. Employers responding indicate no unionization for this occupation.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 220 -- Large

**Growth Projections:** New jobs through 2002: 40  
Separations to 2002: 30  
Total Openings: 70

**Growth Trends:** The new job growth rate for this occupation is 18.2%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 18.7%. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

**Gender:** Employers responding indicate 56% of workers are male, 44% are female.



**MEDICAL ASSISTANTS****OES 660050**

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

**EMPLOYER REQUIREMENTS**

Education and Training: Of those surveyed, all employers report they require a high school diploma or equivalent. Most indicate they require or prefer vocational or technical training prior to hire. This range of training is expressed between 3 - 24 months. Medical Assistants are not licensed, certified, or registered by the state. The work site must have documentation of training completion and the supervising physician must be on the premises. For further information regarding certification, contact the American Association of Medical Assistants.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of experience as a medical assistant. The state requires ten hours of training and ten performances each of the three various injections (intradermal, subcutaneous and intramuscular), blood withdrawal and skin testing.

Skills and Qualifications:

Able to actively look for ways to help people  
 Able to complete and explain medical insurance forms  
 Able to transcribe medical records and reports  
 Able to administer an electro-cardiograph (EKG) test  
 Able to apply sterilization techniques  
 Blood drawing skills  
 Understanding of inventory techniques  
 Able to follow billing procedures  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to talk to others to effectively convey information  
 Able to handle crisis situations  
 Knowledge of medical terminology

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 10.00	\$8.00
New Hires, W/ Experience	\$7.50 - 10.94	\$8.75
After Three Years W/ Firm	\$9.00 - 13.00	\$10.90

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Medical Assistants work full-time averaging 39 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	61%	33%	0%
Dental Insurance	50%	33%	0%
Vision Insurance	39%	22%	0%
Life Insurance	61%	0%	0%
Sick Leave	89%	0%	0%
Vacation	94%	0%	0%
Retirement Plan	72%	22%	0%
Child Care	0%	0%	0%

\*Percentage is based on 18 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Medical Assistants**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, referrals within the industry, and private employment agencies.

**Turnover:** Among employers surveyed, the rate is 27.6% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 230 - 280 (Large)

**Gender:** Employers responding indicate 1% of workers are male, 99% are female.

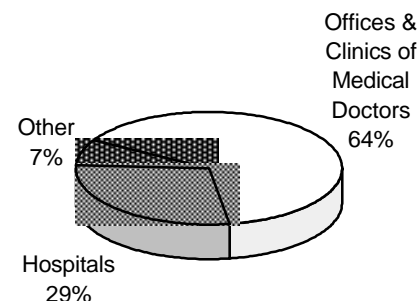
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	40
Total Openings:	90

**Growth Trends:** The new job growth rate for this occupation is 21.7%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Ophthalmic Technician

**Related DOT Code:** 079.362-010, 079.364-010, 079.374-018, 355.667-010

**Promotional Opportunities:** May be promoted to billing clerk, receptionist, senior medical assistant, supervisor, or licensed vocational nurse with additional education

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 18 employers, representing 96 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**MEDICINE AND HEALTH SERVICE MANAGERS****OES 150080**

Medicine and Health Service Managers plan, organize, direct, control, or coordinate medicine and health services in establishments, such as hospitals, clinics, or similar organizations.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Most employers report they require an associate or bachelor's degree prior to employment; a few require a graduate degree. Many employers indicate they require or prefer additional technical or vocational training prior to hire. Some of the following have been indicated: background in psychology, social work, registered nursing, business, computers.

**Experience:** All employers surveyed report that they require or prefer work-related experience prior to employment. They tend to hire applicants with 12 - 60 months of experience working within the health industry, and possessing general business management skills.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	100%
Dental Insurance:	76%
Vision Insurance:	59%
Life Insurance:	76%
Paid Vacation:	94%
Paid Sick Leave:	94%
Retirement Plan:	88%

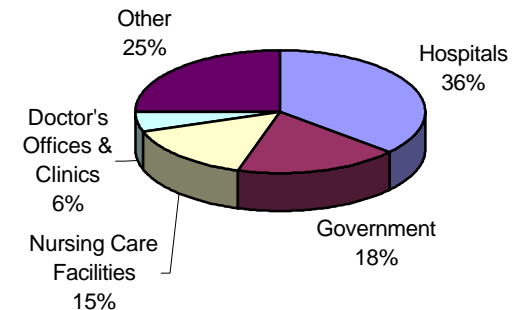
\*Percentage is based on 17 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Almost all Medicine & Health Service Managers work full-time averaging 41 hours per week.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$10.00 - 16.65	\$12.71
New Hires, With Experience:	\$10.00 - \$38.36	\$16.50
After Three Years With Firm:	\$10.36 - \$30.68	\$19.18

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to follow medical records control procedures  
Ability to keep abreast of most recent state & federal regulations  
Infection control skills  
Ability to interpret policy coverage  
Understanding of health insurance  
Knowledge of preventing, eradicating, and controlling diseases  
Understanding of health department regulations  
Ability to write effectively and legibly  
Ability to apply inventory control methods  
Willingness to work irregular hours  
Negotiation skills  
Conceptual & analytical skills  
Oral communication skills  
Business administration skills / knowledge of contracting  
Spreadsheet, word processing, and database skills

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Administrator, Medical Director, Medical Offices Manager, Practice Manager, Center Director

**Related DOT Code:** 075.117-014, 075.117-022, 187.117-010, 079.167-014

**Career Ladders:** May be promoted to a director, clinic coordinator, or other administrative position

**Nontraditional Occupation:** No. Employers responding report that 84% of workers are female.

**Turnover:** Among employers surveyed, the rate is 14.3% for employees in this occupation over the past 12 months.

**Unionization:** No. Employers responding indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used to recruit new employees include: newspaper ads, private employment agencies, colleges/universities, in-house promotion, and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Medicine & Health Service Managers**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Not Competitive

**Employer Responses:** 17 employers, representing 49 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 150 -- Medium

**Growth Projections:**

New jobs through 2002:	30
<u>Separations to 2002:</u>	20
Total Openings:	50

**Growth Trends:** The new job growth rate for Medicine & Health Service Managers is 20.0%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 18.7%. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

**Gender:** Employers responding indicate 16% of workers are male, 84% are female.

**NURSE AIDES****OES 660080**

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care male patients, setting up equipment, and relieving nurses of heavier work. Please do not include Psychiatric Aides and Home Health Aides.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Many employers report they require a high school diploma or equivalent. A few indicate they require an associate's degree prior to hire. State certification as a nurse aide requires 100 hours of supervised clinical training and 50 hours of classroom training. Almost all employers surveyed report they require or prefer certification.

**Experience:** Almost all employers report that they require or prefer work-related experience. They indicate a preference for those with 3 - 12 months of prior nursing aide, home health aide, or related experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS****Full-Time**

Medical Insurance:	88%
Dental Insurance:	76%
Vision Insurance:	47%
Life Insurance:	65%
Paid Vacation:	82%
Paid Sick Leave:	71%
Retirement Plan:	47%

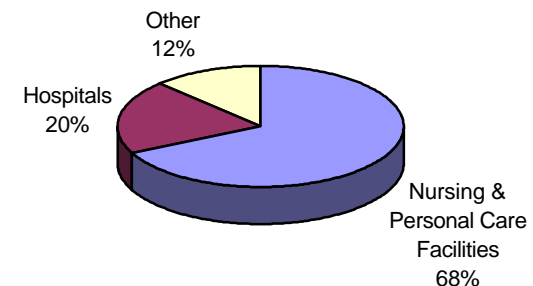
\*Percentage is based on 17 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Many Nurse Aides work full-time averaging 38 hours per week. Some work part-time at an average of 22 hours weekly. A few work "on-call" at an average of 16 hours per week.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$5.75 - \$8.71	\$6.25
New Hires, With Experience:	\$5.75 - \$8.71	\$6.88
After Three Years With Firm:	\$6.99 - \$10.00	\$7.60

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to provide personal services to patients  
Ability to exercise compassion, care, and empathy  
Knowledge of orthopedic care  
Understanding of asepsis  
Ability to administer emergency first aid and CPR  
Ability to apply dressings and compresses  
Ability to apply transferring techniques moving patients  
Knowledge of surgical preparation procedures  
Post surgical care skills  
Possession of nurses aid certification is desirable  
Ability to handle crisis situations  
Record keeping skills  
Willingness to work with close supervision  
Ability to work independently  
Ability to read and follow instructions  
Oral communication skills / people skills

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Nurse Aides**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 17 employers, representing 773 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Certified Nurse Aide, Certified Nursing Assistant, Personal Care Attendant

**Related DOT Code:** 354.374-010, 354.377-010, 354.677-010, 355.674-014, 355.674-018

**Career Ladders:** May be promoted to medical records clerk or other clerical positions; to facilities supervisor or restorative aide; to LVN or RN by meeting additional education requirements

**Nontraditional Occupation:** No. Employers responding report that 90% of workers are female.

**Turnover:** Among employers surveyed, the rate is 56.7% for employees in this occupation over the past 12 months.

**Unionization:** No. Employers responding indicate no unionization for this occupation.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 920 -- Very Large

**Growth Projections:**

New jobs through 2002:	210
<u>Separations to 2002:</u>	100
Total Openings:	310

**Growth Trends:** The new job growth rate for this occupation is 22.8%, which is growing faster than the average new job growth rate of 18.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth.

**Gender:** Employers responding indicate 10% of workers are male, 90% are female.

**PAINTERS, PAPERHANGERS -- CONSTRUCTION AND MAINTENANCE****OES 874020**

Painters, Paperhangers, Construction and Maintenance paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

**EMPLOYER REQUIREMENTS**

Education and Training: Some employers report they require a high school diploma or equivalent. Among those surveyed, none indicate a preference for hiring applicants who have had technical or vocational training.

Experience: Almost all employers report they require or prefer work experience in this occupation. They indicate a preference for hiring applicants with 12 - 36 months of prior painting experience.

Skills and Qualifications:

Able to determine the kind of tools and equipment needed to do a job  
 Able to inspect and evaluate the quality of products  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to use and read a tape measure  
 Knowledge of paints and related chemicals  
 Brush, roller, and spray painting skills  
 Drywall installation and repair skills  
 Surface preparation skills  
 Able to tolerate dust and paint fumes  
 Able to work from ladders and scaffolds  
 Possession of good color perception  
 Able to stand continuously for 2 or more hours  
 Able to lift at least 50 pounds repeatedly  
 Possession of a reliable vehicle  
 Willing to work with close supervision  
 Able to pay attention to detail  
 Customer service skills

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 10.00	\$7.00
New Hires, W/ Experience	\$8.00 - 12.00	\$9.00
After Three Years W/ Firm	\$10.00 - 15.00	\$12.00

Hours Worked: Most Painters and Paperhangers work full-time at an average of 39 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	12%	24%	0%
Dental Insurance	0%	6%	12%
Vision Insurance	0%	6%	0%
Life Insurance	12%	0%	0%
Sick Leave	12%	0%	0%
Vacation	35%	0%	0%
Retirement Plan	0%	6%	6%
Child Care	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Painters & Paperhangers**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and walk-in applicants.

**Employer Responses:** 17 employers, representing 72 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 130 - 150 (Medium)

**Gender:** Employers responding indicate 93% of workers are male, 7% are female.

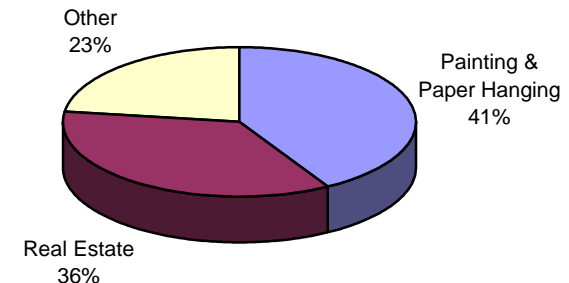
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	20
Total Openings:	40

**Growth Trends:** The new job growth rate for this occupation is 15.4%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** None Available

**Related DOT Code:** 840.381-010, 840.381-018, 840.681-010, 840.684-010, 841.381-010, 845.681-010, 869.664-014

**Promotional Opportunities:** May be promoted from apprentice to journey painter; to supervisor

**Turnover:** Among employers surveyed, the rate is 34.7% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.



**PERSONAL AND HOME CARE AIDES****OES 680350**

Personal and Home Care Aides perform a variety of tasks at places of residence. Their duties include keeping house; advising families having problems with such things as nutrition, health, cleanliness, and household utilities. Does not include Nurses' Aides and Home Health Care Workers.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. Those seeking trained applicants place an emphasis on nursing aide, home care assistance, family and children, and training in counseling and other aspects of the behavioral sciences.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months experience as a personal and home care aide, nursing aide, counselor, or other personal assistance.

Skills and Qualifications:

Able to talk to others to effectively convey information  
 Being aware of others' reactions and understand why they react the way they do  
 Able to actively look for ways to help people  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to teach others how to do something  
 Able to use logic and analysis to identify the strengths and weaknesses of different approaches  
 Able to identify the things that must be changed to achieve a goal  
 Able to observe and evaluate the outcomes of a problem solution to identify lessons learned or redirect efforts  
 Able to use multiple approaches when learning or teaching new things  
 Understanding of good diet and nutrition  
 Knowledge of geriatrics and family social work  
 High standards of personal cleanliness

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.50	\$6.00
New Hires, W/ Experience	\$5.75 - 8.00	\$6.50
After Three Years W/ Firm	\$6.25 - 11.00	\$8.00

Hours Worked: Some Personal & Home Care Aides work on a temporary or "on-call" basis, averaging 7 hours per week. Some work full-time at an average of 40 hours weekly. Some work part-time averaging 19 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	7%	0%	47%	0%	0%	0%
Dental Insurance	0%	0%	40%	0%	0%	0%
Vision Insurance	0%	0%	7%	0%	0%	0%
Life Insurance	7%	0%	7%	0%	0%	0%
Sick Leave	40%	0%	0%	0%	0%	0%
Vacation	47%	0%	0%	0%	0%	0%
Retirement Plan	0%	0%	27%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Personal & Home Care Aides**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

**Employer Responses:** 15 employers, representing 376 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 560 - 680 (Very Large)

**Gender:** Employers responding indicate 16% of workers are male, 84% are female.

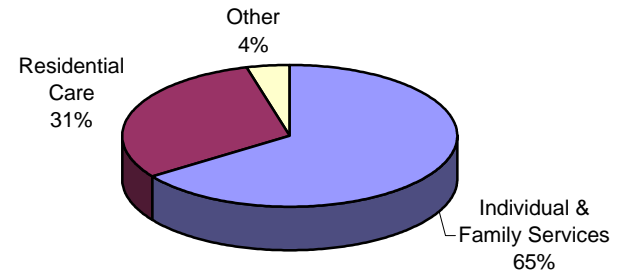
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	120
<u>Separations to 2004:</u>	80
Total Openings:	200

**Growth Trends:** The new job growth rate for this occupation is 21.4%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Resident Staff, Personal Home Care Attendant, Direct Care Staff, Respite Care Provider, Personal Supportive Living Staff, Life Guidance Staff, Homemaker

**Related DOT Code:** 309.354-010, 359.573-010

**Promotional Opportunities:** May be promoted to case management staff, respite worker, facilitator, instructor, house manager, supervisor, facility supervisor, or coordinator

**Turnover:** Among employers surveyed, the rate is 32.2% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**PHYSICAL THERAPISTS****OES 323080**

Physical Therapists apply techniques and treatments that help relieve pain, increase the patient's strength, and decrease or prevent deformity or crippling.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** All employers responding indicate they require at least a bachelor's degree prior to hiring an applicant for this occupation. Additionally, graduation from a committee-approved school of physical therapy is required by the State of California. Private practice physical therapy requires certification to perform outpatient medicare services.

**Experience:** Almost all employers report that they require or prefer work-related experience. They tend to hire applicants with 12 - 24 months of experience as a physical therapist.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	71%
Dental Insurance:	50%
Vision Insurance:	36%
Life Insurance:	71%
Paid Vacation:	79%
Paid Sick Leave:	79%
Retirement Plan:	71%

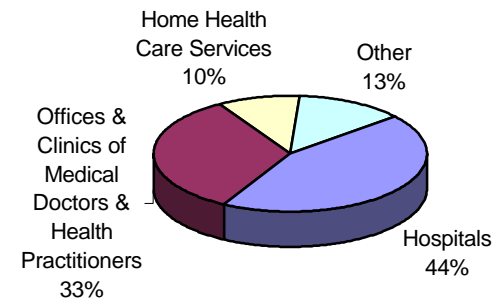
\*Percentage is based on 14 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Most Physical Therapists work full-time averaging 40 hours per week. Some work part-time at an average of 20 hours weekly.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$18.00 - \$28.00	\$23.48
New Hires, With Experience:	\$20.00 - \$36.63	\$26.94
After Three Years With Firm:	\$21.00 - \$39.03	\$30.98

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Knowledge of geriatrics  
Knowledge of pediatrics  
Knowledge of sports medicine  
Knowledge of cardiac rehabilitation  
Ability to provide safe and effective provisions of therapy  
Problem solving skills  
Manual dexterity  
Possession of mechanical aptitude  
Ability to write effectively and legibly  
Knowledge of the ways in which health care systems work is desirable  
Willingness to work with close supervision  
Ability to work as part of a team  
Ability to work independently  
Oral communication skills

## OCCUPATIONAL CHARACTERISTICS

Alternate Job Titles: Staff Physical Therapist

Related DOT Code: 076.121-014

Career Ladders: May be promoted to director or regional consultant

Nontraditional Occupation: No. Employers responding report that 46% of workers are female.

Turnover: Among employers surveyed, the rate is 11.1% for employees in this occupation over the past 12 months.

Unionization: No. Employers responding indicate no unionization for this occupation.

## SUPPLY AND DEMAND

Recruitment Methods: The most successful methods used in recruiting new employees include: colleges/universities, current employee referrals, school or program referrals, and newspaper ads.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Physical Therapists**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

Employer Responses: 14 employers, representing 54 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

Size of 1995 Employment: 90 -- Small

Growth Projections: New jobs through 2002: 30  
Separations to 2002: 10  
Total Openings: 40

Growth Trends: The new job growth rate for Physical Therapists is 33.3%, which is growing much faster than the average new job growth rate of 18.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years.

Gender: Employers responding indicate 54% of workers are male, 46% are female.

**PLUMBERS, PIPEFITTERS, AND STEAMFITTERS****OES 875020**

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Please do not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Almost all employers report that they require a high school diploma or equivalent prior to employment. Most indicate they do not require or prefer technical or vocational training. However, most express that their firm will accept plumbing training as a substitute for work experience.

**Experience:** All employers surveyed report that they require or prefer work-related experience. They tend to hire applicants with 12 - 36 months of prior plumbing experience. They also express a strong preference for those with proven mechanical aptitude.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<u>Full-Time</u>
Medical Insurance:	73%
Dental Insurance:	20%
Vision Insurance:	20%
Life Insurance:	27%
Paid Vacation:	67%
Paid Sick Leave:	27%
Retirement Plan:	20%

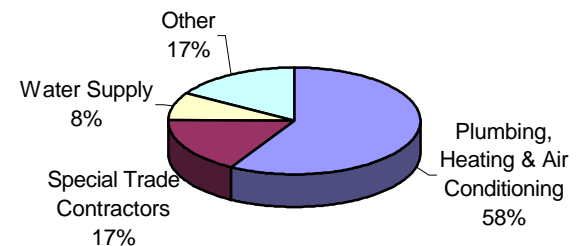
\*Percentage is based on 15 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Almost all Plumbers, Pipefitters, and Steamfitters work full-time at an average of 40 hours per week. A few work seasonally at 40 hours weekly.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$6.00 - 13.82	\$7.25
New Hires, With Experience:	\$7.19 - 13.82	\$10.50
After Three Years With Firm:	\$13.00 - 20.00	\$16.00

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to read blueprints and follow instructions  
Ability to use hand tools -- mechanical aptitude  
Cost estimating skills  
Pipefitting skills  
Arc & gas welding skills  
Soldering skills  
Understanding of building codes  
Possession of a valid driver's license  
Ability to lift at least 50 lbs.  
Ability to provide own hand tools  
Possession of a reliable vehicle  
Public contact skills  
Ability to work independently  
Basic math skills  
Able to present a clean appearance

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Utility Worker, Apprentice Plumber, Journeyman Plumber, Plumbing Technician, Service Technician

**Related DOT Code:** 862.261-010, 862.281-022, 862.381-030, 862.381-034, 862.681-010, 862.281-026

**Career Ladders:** May be promoted from apprentice plumber to journey level; may be promoted to superintendent, foreman, lead plumber, or estimator

**Nontraditional Occupation:** Yes. Employers responding report that 3% of workers are female.

**Turnover:** The rate is 8.5% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Few employers surveyed report their employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Plumbers, Pipefitters, and Steamfitters**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Not Competitive

**Employer Responses:** 15 employers, representing 59 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 110 -- Medium

**Growth Projections:**

New jobs through 2002:	40
<u>Separations to 2002:</u>	20
Total Openings:	60

**Growth Trends:** The new job growth rate for this occupation is 36.4%, which is growing much faster than the average job growth rate of 18.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this same period.

**Gender:** Employers responding indicate 97% of workers are male, 3% are female.

**RECEPTIONISTS AND INFORMATION CLERKS****OES 553050**

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Few indicate they prefer technical or vocational training prior to hire. This range of training is expressed between 6 - 24 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of experience as a receptionist or information clerk.

Skills and Qualifications:

Able to write legibly and effectively  
Basic math skills  
Able to read and follow instructions  
Oral communication skills  
Willing to work with close supervision  
Public contact skills  
Able to work independently  
Able to work under pressure  
Customer service skills  
Alphabetic and numeric filing skills  
Bookkeeping skills  
Able to operate a multi-line command phone center  
Telephone answering skills  
Able to type at least 45 words per minute  
Word processing and spreadsheet skills

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.02	\$7.00
New Hires, W/ Experience	\$6.25 - 9.02	\$7.50
After Three Years W/ Firm	\$7.25 - 12.38	\$9.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Receptionists and Information Clerks work full-time averaging 39 hours per week. Some work part-time at an average of 24 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	33%	0%	47%	0%	0%	0%
Dental Insurance	40%	0%	27%	0%	7%	0%
Vision Insurance	20%	0%	27%	0%	7%	0%
Life Insurance	47%	0%	0%	0%	13%	0%
Sick Leave	60%	7%	0%	0%	0%	0%
Vacation	80%	13%	0%	0%	0%	0%
Retirement Plan	27%	0%	40%	0%	0%	0%
Child Care	7%	0%	0%	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Receptionists and Information Clerks**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, the Employment Development Dept., employee referrals, and private employment agencies.

**Turnover:** Among employers surveyed, the rate is 36.6% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 860 - 930 (Very Large)

**Gender:** Employers responding indicate 5% of workers are male, 95% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	70
<u>Separations to 2006:</u>	120
Total Openings:	190

**Growth Trends:** The new job growth rate for this occupation is 8.1%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 8.7%. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

## WHERE THE JOBS ARE

Health Services	30.6%
Personnel Supply Services	12.6%
Veterinary Services	5.3%
Local Government, Except Hospitals & Education	4.1%
Insurance Agents, Brokers, & Service	2.9%
Miscellaneous Personal Services	2.8%
Legal Services	2.8%
Miscellaneous Nondurable Goods	2.2%
Professional & Commercial Equipment	1.6%
Job Training & Related Services	1.5%
Other	33.6%

## OTHER INFORMATION:

**Alternate Job Titles:** Administrative Clerk, Office Clerk

**Related DOT Code:** 237.367-010, 237.367-018, 237.367-022, 237.367-038, 237.367-042, 237.367-046, 249.262-010

**Promotional Opportunities:** May be promoted to accounting clerk, office assistant, sales assistant, assistant secretary, supervisor, or business manager

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 15 employers, representing 44 employees in this occupation, supplied data used in developing the analysis of this occupational profile.



**RECREATION WORKERS****OES 273110**

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma. A few report they require an associate's degree. Many indicate they require or prefer technical or vocational training prior to hire. Training sought has been expressed by many employers as a recreation degree or certificate.

Experience: All employers responding report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of prior recreation experience.

Skills and Qualifications:

Able to adjust actions in relation to others' actions  
 Able to talk to others to effectively convey information  
 Able to actively look for ways to help people  
 Being aware of others' reactions and understanding why they react the way they do  
 Able to develop approaches for implementing an idea  
 Able to motivate, develop, and direct people as they work, identifying the best people for the job  
 Able to manage one's own time and the time of others  
 Able to listen to what others are saying and ask questions as appropriate  
 Knowledge of geriatrics  
 Able to administer emergency first aid  
 Able to accurately record and report information  
 Good physical condition  
 Possession of a good police record  
 Able to work independently

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 11.16	\$6.25
New Hires, W/ Experience	\$6.25 - 9.67	\$7.35
After Three Years W/ Firm	\$7.10 - 15.10	\$9.00

Hours Worked: Most Recreation Workers work part-time averaging 25 hours per week. Some work seasonally averaging 23 hours per week. A few work full-time at an average of 41 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	20%	0%	27%	7%	0%	0%
Dental Insurance	27%	0%	20%	7%	0%	0%
Vision Insurance	20%	0%	13%	0%	0%	0%
Life Insurance	33%	7%	7%	0%	0%	0%
Sick Leave	47%	13%	0%	0%	0%	0%
Vacation	53%	13%	0%	0%	0%	0%
Retirement Plan	27%	0%	7%	7%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Recreation Workers**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

**Employer Responses:** 15 employers, representing 196 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 690 - 740 (Very Large)

**Gender:** Employers responding indicate 37% of workers are male, 63% are female.

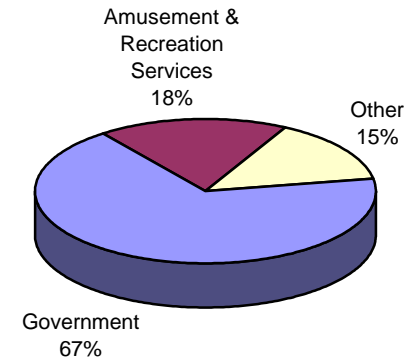
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	50
<u>Separations to 2004:</u>	230
Total Openings:	280

**Growth Trends:** The new job growth rate for this occupation is 7.2%, which is growing slower than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Activities Director, Activities Coordinator, Program Specialist, Program Coordinator, Recreation Leader, Recreation Coordinator, Guide Trainee

**Related DOT Code:** 153.137-010, 159.124-010, 187.167-238, 195.227-010, 195.227-014, 352.167-010

**Promotional Opportunities:** May be promoted to instructor, recreation II & III positions, recreation manager, or site director

**Turnover:** Among employers surveyed, the rate is 12.2% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**RESIDENTIAL COUNSELORS****OES 273070**

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs, and furnishings.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require at least a high school diploma or equivalent. A few indicate they require a bachelor's degree. Most report they require or prefer 6 - 12 months of vocational or technical training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience as a residential counselor, case manager, or other social service worker.

Skills and Qualifications:

Able to read and follow instructions  
 Basic math skills  
 Able to write legibly and effectively  
 Oral communication skills  
 Able to work independently  
 Interpersonal skills  
 Able to deal effectively with difficult individuals  
 Able to be empathetic  
 Listening skills  
 Willing to work with close supervision  
 Able to implement a progressive discipline process  
 Problem solving skills  
 Able to apply stress management techniques  
 Able to plan and organize the work of others  
 Record keeping skills  
 Merchandise ordering skills

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.27	\$7.00
New Hires, W/ Experience	\$6.25 - 10.23	\$9.00
After Three Years W/ Firm	\$7.50 - 15.34	\$11.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Residential Counselors work full-time averaging 41 hours per week. Some work part-time at an average of 24 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	35%	0%	53%	6%	0%	0%
Dental Insurance	24%	0%	24%	0%	0%	0%
Vision Insurance	12%	0%	24%	0%	0%	0%
Life Insurance	29%	6%	12%	0%	12%	0%
Sick Leave	71%	12%	0%	0%	0%	0%
Vacation	88%	12%	0%	0%	0%	0%
Retirement Plan	12%	0%	18%	0%	6%	0%
Child Care	0%	6%	0%	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Residential Counselors**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and from other care provider facilities.

**Turnover:** Among employers surveyed, the rate is 40.4% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 150 - 170 (Medium)

**Gender:** Employers responding indicate 34% of workers are male, 66% are female.

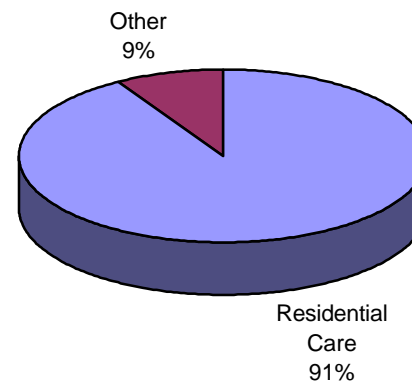
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	30
Total Openings:	50

**Growth Trends:** The new job growth rate for this occupation is 13.3%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many expect growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Activities Director, Residential Care Manager, Direct Support Professional, Direct Care Staff

**Related DOT Code:** 187.167-186

**Promotional Opportunities:** My be promoted to care staff manager, program specialist, supervisor, or program director

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**Employer Responses:** 17 employers, representing 105 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**RESPIRATORY CARE PRACTITIONERS****OES 323020**

Respiratory Care Practitioners provide diagnostic and therapeutic respiratory care. They set up and operate various types of equipment to measure pulmonary function, and administer oxygen therapy, ventilator therapy, and cardiopulmonary resuscitation. They observe, monitor, and record the patient's responses to treatments and maintain patient records.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers responding report they require at least an associate's degree. All indicate they require graduation from a respiratory therapy school and licensing by the State Respiratory Care Board.

Experience: Most employers report they require or prefer prior work experience in this occupation. They tend to hire applicants with 6 - 12 months of previous experience as a respiratory care practitioner.

Skills and Qualifications:

Able to control operations of equipment or systems (includes ability to administer an electro-encephalograph and electro-cardiograph test)  
 Able to assist physician during bronchoscopy  
 Able to perform endotracheal intubation  
 Able to understand written sentences and paragraphs in work documents  
 Able to assess how well one is doing when learning or doing something  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to use logic and analysis to identify the strengths and weaknesses of different approaches  
 Able to identify the nature of problems  
 Able to watch gauges, dials, or other indicators to make sure a machine is working properly  
 Able to actively look for ways to help people  
 Able to write effectively and legibly  
 Able to work under pressure and handle crisis situations

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$12.55 - 17.00	\$15.00
New Hires, W/ Experience	\$10.65 - 19.00	\$14.91
After Three Years W/ Firm	\$14.17 - 21.00	\$17.55

Hours Worked: Most Respiratory Care Practitioners work full-time averaging 40 hours per week. Some work part-time at an average of 19 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	50%	0%	50%	33%	0%	0%
Dental Insurance	50%	0%	50%	33%	0%	0%
Vision Insurance	50%	0%	50%	33%	0%	0%
Life Insurance	33%	0%	17%	17%	17%	17%
Sick Leave	100	33%	0%	0%	0%	0%
Vacation	100	33%	0%	0%	0%	0%
Retirement Plan	33%	17%	67%	17%	0%	0%
Child Care	0%	0%	0%	0%	50%	17%

\*Percentage is based on 6 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Respiratory Care Practitioners**

Experienced applicants: Not Competitive

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and current employee referrals.

**Employer Responses:** 6 employers, representing 46 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 80 - 100 (Small)

**Gender:** Employers responding indicate 37% of workers are male, 63% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

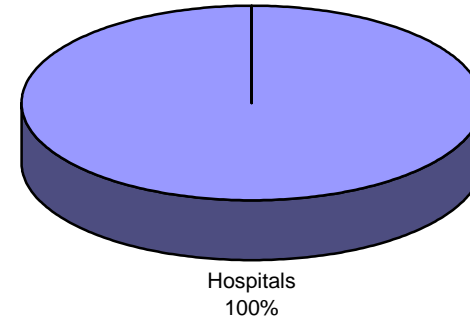
New jobs through 2004: 20

Separations to 2004: 10

Total Openings: 30

**Growth Trends:** The new job growth rate for this occupation is 25.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Many anticipate growth to remain stable over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Respiratory Therapist, Staff Therapist

**Related DOT Code:** 076.361-014

**Promotional Opportunities:** May be promoted to center manager or branch manager

**Turnover:** Among employers surveyed, the rate is 10.9% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**ROOFERS****OES 878080**

Roofers perform duties concerned with covering roofs of structures with slate, asphalt, aluminum, wood, and related materials using brushes, knives, punches, hammers, and other tools. They may spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. Among those responding, none indicate they require technical or vocational training prior to hire.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 36 months experience as a roofer, roofing-related, or other construction-related occupation.

Skills and Qualifications:

Able to determine the kind of tools and equipment needed to do a job  
 Able to control operations of equipment or systems  
 Knowledge of tar and asphalt mixtures  
 Able to install and repair shingles and shakes  
 Able to inspect and evaluate the quality of products  
 Able to repair machines or systems using the needed tools  
 Able to apply asphalt felts and coatings  
 Able to apply composition roofing materials  
 Able to implement safe work practices  
 Basic construction and carpentry skills  
 Able to adjust actions in relation to others' actions  
 Understanding of building codes  
 Possession of a valid driver's license  
 Able to tolerate dust and unpleasant odors  
 Able to lift at least 100 pounds repeatedly

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 8.00	\$7.00
New Hires, W/ Experience	\$6.50 - 13.00	\$10.00
After Three Years W/ Firm	\$9.50 - 15.50	\$12.50

Hours Worked: Many Roofers work full-time averaging 40 hours per week. Many work seasonally at an average of 40 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	0%	25%	0%
Dental Insurance	0%	17%	0%
Vision Insurance	0%	8%	0%
Life Insurance	0%	0%	0%
Sick Leave	0%	0%	0%
Vacation	0%	8%	0%
Retirement Plan	8%	8%	0%
Child Care	0%	0%	0%

\*Percentage is based on 12 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Roofers**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals and newspaper ads.

**Employer Responses:** 12 employers, representing 86 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 80 - 90 (Small)

**Gender:** Employers responding indicate 100% of workers are male, 0% are female.

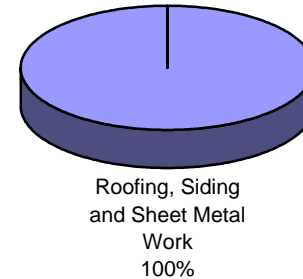
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	10
<u>Separations to 2004:</u>	20
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 12.5%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Many anticipate growth to remain stable over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Journey Roofers

**Related DOT Code:** 866.381-010, 866.381-014, 866.684-010

**Promotional Opportunities:** May be promoted to estimator, foreperson, journey roofer, or superintendent

**Turnover:** Among employers surveyed, the rate is 40.7% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.



**SALESPERSONS -- RETAIL (EXCEPT VEHICLE SALES)****OES 490112**

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Among those responding, none indicate they require technical or vocational training prior to hire.

Experience: Some employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of retail sales or related experience.

Skills and Qualifications:

Able to actively look for ways to help people  
 Able to talk to others to effectively convey information  
 Being aware of others' reactions and understanding why they react the way they do  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to use mathematics to solve problems  
 Able to identify the nature of problems  
 Able to communicate effectively with others in writing as indicated by needs of the audience  
 Able to persuade others to approach things differently  
 Understanding of inventory techniques  
 Able to stand continuously for 2 or more hours  
 Able to lift at least 50 pounds repeatedly  
 Meet employer grooming standards  
 Willing to work with close supervision  
 Customer service skills

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 8.00	\$5.90
New Hires, W/ Experience	\$5.85 - 10.00	\$7.00
After Three Years W/ Firm	\$6.75 - 16.78	\$9.50

Hours Worked: Many Retail Salespersons work part-time at 20 hours per week. Many work full-time at an average of 39 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	13%	6%	56%	13%	6%	0%
Dental Insurance	6%	6%	63%	13%	0%	0%
Vision Insurance	6%	6%	31%	13%	0%	0%
Life Insurance	13%	0%	6%	0%	0%	0%
Sick Leave	69%	19%	0%	0%	0%	0%
Vacation	75%	19%	0%	0%	0%	0%
Retirement Plan	6%	0%	44%	13%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

The Job Market for: **Salespersons -- Retail**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, current employee referrals, and newspaper ads.

**Employer Responses:** 16 employers, representing 929 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 2,540 - 2,870 (Very Large)

**Gender:** Employers responding indicate 47% of workers are male, 53% are female.

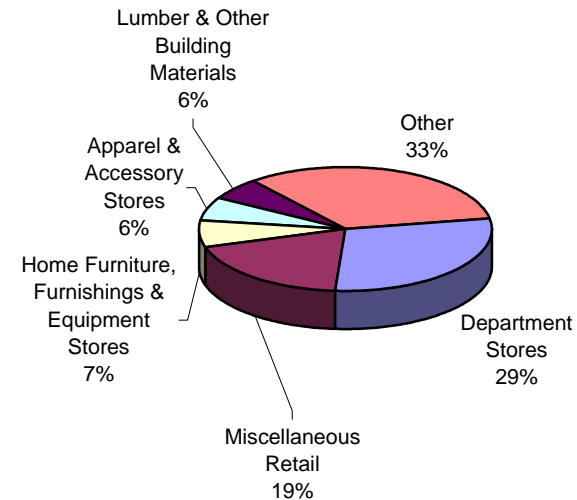
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	330
<u>Separations to 2004:</u>	640
Total Openings:	970

**Growth Trends:** The new job growth rate for this occupation is 13.0%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Sales Associate, Counter Person

**Related DOT Code:** 261.357-046, 261.357-050, 261.357-062, 261.357-066, 270.357-010, 270.357-030, 279.357-054

**Promotional Opportunities:** May be promoted to assistant manager, supervisor, floor supervisor, or department manager

**Turnover:** Among employers surveyed, the rate is 44.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**SALES REPRESENTATIVES -- EXCEPT SCIENTIFIC AND RELATED****OES 490080**

Sales Representatives, Except Scientific and Related Products and Services, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Almost all employers report they require at least a high school diploma or equivalent prior to hiring in this occupation. Some indicate they require an associate or bachelor's degree. Some express they do not require technical or vocational training prior to employment. Few employers will accept training as a substitute for experience, as a large emphasis is placed on previous sales experience.

**Experience:** All employers surveyed report that they require or prefer work-related experience. They indicate a preference for hiring applicants with 12 - 36 months of proven sales experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	100%
Dental Insurance:	75%
Vision Insurance:	56%
Life Insurance:	75%
Paid Vacation:	100%
Paid Sick Leave:	88%
Retirement Plan:	81%

\*Percentage is based on 16 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Employers responding report that all Sales Representatives work full-time averaging 42 hours per week.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$5.75 - 11.97	\$8.46
New Hires, With Experience:	\$5.75 - 19.18	\$11.51
After Three Years With Firm:	\$7.67 - 28.77	\$14.38

\*Almost all employers report that employees earn commission in addition to these wages.

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

Wholesale Trade -- Durable Goods	25.1%
Wholesale Trade -- Nondurable Goods	15.5%
Food & Kindred Products	4.8%
Lumber & Other Building Materials	4.8%
Industrial & Commercial Machinery	4.3%
Miscellaneous Retail Establishments	3.8%
Help Supply Services	3.4%
Paints & Allied Products	2.5%
Business Services	1.8%
Carpentry Work	1.6%
Other	32.4%

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Business math skills  
Ability to maintain and expand customer contacts  
Ability to apply sales techniques  
Record keeping skills  
Ability to prepare and arrange sales contracts  
Understanding of inventory techniques  
Ability to possess a broad knowledge of pertinent industry  
Verbal presentation skills  
Ability to write effectively and legibly  
Ability to demonstrate knowledge of specific products  
Possession of a reliable vehicle  
Willingness to travel  
Ability to work independently  
Exceptional customer skills  
Report writing skills  
Possession of a valid driver's license

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, private employment agencies, and in-house promotion or transfer.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Sales Representatives -- Except Scientific**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Not Competitive

**Employer Responses:** 16 employers, representing 81 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Sales Manager, Sales Executive, Account Executive, Account Representative, Outside Sales Representative

**Related DOT Code:** 260.357-014, 261.357-034, 261.357-038, 274.357-014, 274.357-062, 275.357-034, 279.357-014

**Career Ladders:** May be promoted to sales manager, account manager, route manager, field sales representative

**Nontraditional Occupation:** Yes. Employers responding report that 20% of workers are female.

**Turnover:** The rate is 9.9% for employees in this occupation over the past 12 months.

**Unionization:** No. Employers responding report no unionization for this occupation.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 500 -- Very Large

**Growth Projections:**

New jobs through 2002:	60
<u>Separations to 2002:</u>	90
Total Openings:	150

**Growth Trends:** The new job growth rate for this occupation is 12.0%, which is growing slower than the average job growth rate of 18.7% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Many expect employment to remain stable over this period.

**Gender:** Employers responding indicate 80% of workers are male, 20% are female.

**SHEET METAL WORKERS****OES 891320**

Sheet Metal Workers fabricate, assemble, install, and repair sheet metal products and equipment, such as control boxes, drainpipes, and furnace casings. Their work may involve setting up and operating fabricating machines to cut, bend, and straighten sheet metal; shaping metal over anvils, blocks, or forms using a hammer; operating soldering and welding equipment to join sheet metal parts; and inspecting, assembling, and smoothing seams and joints of burred surfaces.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Among those responding, none indicate they require or prefer technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 24 - 36 months of sheet metal, welding, or related experience.

Skills and Qualifications:

Install equipment, machines, wiring, or programs to meet specifications  
 Able to control operations of equipment or systems  
 Able to inspect and evaluate the quality of products  
 Able to determine the kind of tools and equipment needed to do a job  
 Able to use mathematics to solve problems  
 Able to repair machines or systems using the needed tools  
 Able to identify the nature of problems  
 Able to read blueprints  
 Mechanical drawing & sheet metal working skills  
 Welding skills  
 Manual dexterity  
 Good hand-eye coordination  
 Able to stand continuously for 2 or more hours  
 Able to lift at least 50 pounds repeatedly  
 Willing to work with close supervision  
 Spatial aptitude

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.50 - 9.00	\$8.50
New Hires, W/ Experience	\$8.00 - 16.00	\$10.00
After Three Years W/ Firm	\$10.00 - 19.00	\$12.50

Hours Worked: Among employers surveyed, all Sheet Metal Workers work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	10%	70%	0%
Dental Insurance	0%	50%	0%
Vision Insurance	0%	10%	0%
Life Insurance	0%	10%	10%
Sick Leave	30%	0%	0%
Vacation	80%	0%	0%
Retirement Plan	10%	20%	0%
Child Care	0%	0%	0%

\*Percentage is based on 10 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Sheet Metal Workers**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, walk-in applicants, and Employment Development Department.

**Employer Responses:** 10 employers, representing 25 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 120 - 140 (Medium)

**Gender:** Employers responding indicate 100% of workers are male, 0% are female.

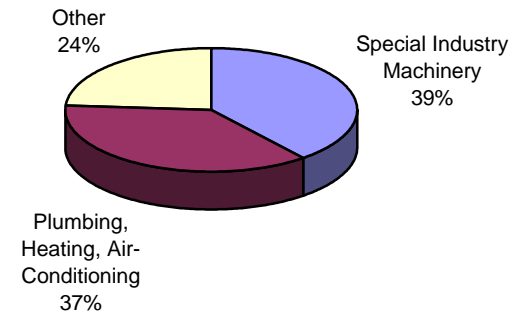
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	20
Total Openings:	40

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Sheet Metal Fabricator, Sheet Metal Installer, Metal Worker

**Related DOT Code:** 804.281-010, 804.281-014

**Promotional Opportunities:** May be promoted to crew chief or supervisor

**Turnover:** Among employers surveyed, the rate is 24.0% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**SOCIAL WORKERS -- EXCEPT MEDICAL AND PSYCHIATRIC****OES 273050**

Social Workers (except Medical and Psychiatric), counsel and aid individuals and families requiring social service assistance. Includes Community Organization Social Workers who plan, organize and work with community groups to solve problems. Does not include workers who are primarily Medical, Psychiatric, or Chemical Dependency Social Workers.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require at least an associate's degree. Many indicate they require at least a bachelor's degree. Some require graduate study prior to hire. Many report they require technical or vocational training prior to hire. This range of training is expressed between 6 - 60 months.

Experience: Many employers report they require work experience in this occupation. They tend to hire applicants with 12 - 24 months of experience as a social worker or case manager.

Skills and Qualifications:

Able to be aware of others' reactions and understand why they react the way they do  
 Able to actively look for ways to help people  
 Able to talk to others to effectively convey information  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to identify the nature of problems  
 Able to understand written sentences and paragraphs in work documents  
 Able to adjust actions in relation to others' actions  
 Know how to find information and identify essential information  
 Able to use logic and analysis to identify the strengths and weaknesses of different approaches  
 Able to communicate effectively with others in writing as indicated by the needs of the audience  
 Able to assess how well one is doing when learning or doing something  
 Able to generate a number of different approaches to problems

**WAGES AND BENEFITS**

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$8.00 - 13.90	\$8.00 - 14.45	\$12.10	\$10.67
New Hires, W/ Experience	\$9.00 - 17.84	\$8.00 - 15.11	\$12.00	\$12.84
After Three Years W/ Firm	\$11.00 - 20.00	\$11.50 - 19.18	\$15.00	\$14.28

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Social Workers work full-time averaging 39 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	58%	37%	0%
Dental Insurance	53%	26%	11%
Vision Insurance	42%	21%	0%
Life Insurance	53%	11%	5%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement Plan	37%	21%	16%
Child Care	0%	0%	5%

\*Percentage is based on 19 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Social Workers--Except Medical/Psychiatric**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

**Turnover:** Among employers surveyed, the rate is 21.0% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 260 - 290 (Large)

**Gender:** Employers responding indicate 21% of workers are male, 79% are female.

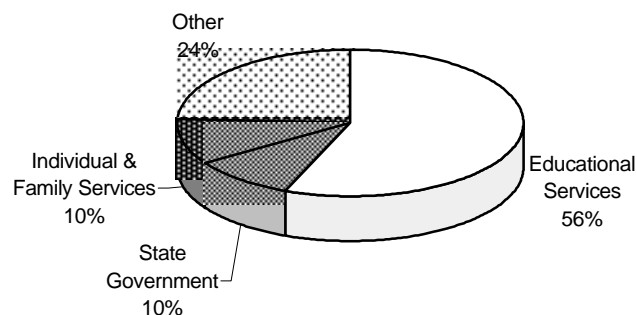
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	30
<u>Separations to 2006:</u>	20
Total Openings:	50

**Growth Trends:** The new job growth rate for this occupation is 11.5%, which is growing faster than the average job growth rate of 9.1% for all occupations in the county. Most employers project their firm's employment in this occupation to grow over the next two years. Some anticipate growth remaining stable over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Client Services Advocate, Case Manager, Client Services Coordinator

**Related DOT Code:** 195-107.010, 195.107-018, 195.107-022, 195.164-010, 195.167-010, 195.267-022, 195.367-018

**Promotional Opportunities:** May be promoted to program manager, supervisor, coordinator, or director

**Union/Collective Bargaining:** Yes. Some employers responding indicate their employees are unionized.

**Employer Responses:** 19 employers, representing 290 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.



**SOCIAL WORKERS -- MEDICAL AND PSYCHIATRIC****OES 273020**

Medical and Psychiatric Social Workers counsel and aid individuals and families with problems that may arise during or following the recovery from physical or mental illness by providing supportive services designed to help the persons understand, accept, and follow medical recommendations. Please include Chemical Dependency Counselors.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Most employers report they require at least a bachelor's degree prior to hiring in this occupation. Most require or prefer additional training, such as: substance abuse certification, domestic violence experience, or Alzheimer training. Many require a master's degree. Though not required by all, to be licensed as a clinical social worker (LCSW), an additional 3,200 hours of supervised postgraduate experience is required by the state.

**Experience:** All employers surveyed report that they require or prefer work-related experience. They indicate a preference for hiring applicants with 12 - 60 months of previous social work-related experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<u>Full-Time</u>
Medical Insurance:	75%
Dental Insurance:	69%
Vision Insurance:	44%
Life Insurance:	63%
Paid Vacation:	69%
Paid Sick Leave:	56%
Retirement Plan:	56%

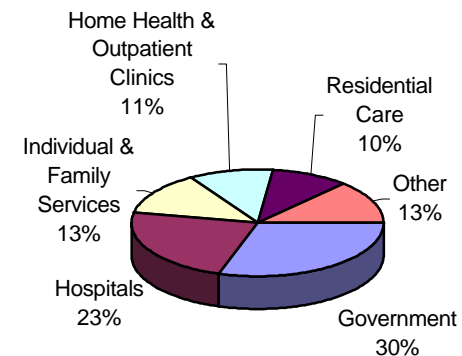
\*Percentage is based on 16 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Many Medical & Psychiatric Social Workers work part-time averaging 21 hours per week. Some work full-time at an average of 41 hours weekly.

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$7.35 - 20.00	\$12.16
New Hires, With Experience:	\$7.35 - 25.00	\$13.91
After Three Years With Firm:	\$8.00 - 26.79	\$17.00

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Understanding of court proceedings  
Record keeping skills  
Knowledge of veterans services  
Ability to treat substance abuse  
Keeping apprised of changes in chemical dependency treatment  
Knowledge of family social work  
Knowledge of Alzheimers Disease  
Possession of a valid driver's license  
Knowledge of protective services for children and adults  
Psychiatric social work skills  
Ability to interview other for information  
Understanding of a variety of cultures  
Possession of a clean police record  
Ability to apply complex rules and regulations  
Ability to maintain confidentiality and exercise professionalism  
Ability to write effectively and legibly

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and in-house promotion or transfer.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Medical & Psychiatric Social Workers**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Not Competitive

**Employer Responses:** 17 employers, representing 96 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Substance Abuse Counselor, Chemical Dependency Couns., Psychiatric Worker, Mental Health Couns.

**Related DOT Code:** 045.107-058, 195.107-030, 195.107-034

**Career Ladders:** May be promoted to supervising clinician, supervising social worker, case management supervisor, mental health superintendent, or director of behavioral health

**Nontraditional Occupation:** No. Employers responding report that 64% of the workers are female.

**Turnover:** Among employers surveyed, the rate is 20.8% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Few employers surveyed report their workers are unionized.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 180 -- Medium

**Growth Projections:**

New jobs through 2002:	40
<u>Separations to 2002:</u>	30
Total Openings:	70

**Growth Trends:** The new job growth rate for this occupation is 22.2%, which is growing faster than the average new job growth rate of 18.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth.

**Gender:** Employers responding indicate 36% of workers are male, 64% are female.

**STOCK CLERKS -- STOCKROOM, WAREHOUSE, STORAGE YARD****OES 580230**

Stock Clerks, Stockroom, Warehouse, and Storage Yard, receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. Few indicate they prefer technical or vocational training prior to hire. For those preferring training, the desired length is 3 months.

Experience: Many employers report they prefer work experience in this occupation. They tend to hire applicants with 6 months of stocking, warehouse, or similar experience.

Skills and Qualifications:

Able to read and follow instructions  
 Basic math skills  
 Able to write legibly  
 Oral communication skills  
 Able to follow oral instructions  
 Able to work independently  
 Willing to work with close supervision  
 Public contact skills  
 Possession of a valid Class B driver's license  
 Able to stock shelves  
 Labeling skills  
 Understanding of inventory techniques  
 Able to operate a fork lift  
 Record keeping skills  
 Able to lift at least 50 pounds repeatedly

**WAGES AND BENEFITS**

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$6.30 - 8.25	\$6.25 - 8.54	\$7.00	\$7.50
New Hires, W/ Experience	\$6.30 - 8.25	\$6.25 - 10.00	\$8.00	\$8.27
After Three Years W/ Firm	\$7.75 - 13.00	\$10.00 - 18.00	\$9.00	\$13.79

\*Wages reflect economic situation subsequent to minimum wage change of 01/01/01.

Hours Worked: Many Stock Clerks work part-time averaging 26 hours per week. Many work full-time at an average of 37 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	35%	12%	47%	29%	0%	0%
Dental Insurance	18%	18%	53%	18%	6%	0%
Vision Insurance	12%	12%	18%	18%	6%	0%
Life Insurance	47%	18%	6%	12%	6%	0%
Sick Leave	76%	41%	0%	0%	0%	0%
Vacation	88%	41%	0%	0%	0%	0%
Retirement Plan	29%	18%	47%	18%	0%	0%
Child Care	6%	0%	6%	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	*N/A	X
Not Difficult		

\*None of the surveyed employers required previous work experience.

The Job Market for: **Stock Clerks -- Stockroom, Warehouse**

Experienced applicants: \*Not Applicable

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, in-house promotion or transfer, and current employee referrals.

**Employer Responses:** 17 employers, representing 146 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 300 - 330 (Large)

**Gender:** Employers responding indicate 49% of workers are male, 51% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2004:	30
<u>Separations to 2004:</u>	30
Total Openings:	60

**Growth Trends:** The new job growth rate for this occupation is 10.0%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

## WHERE THE JOBS ARE

Food Stores	13.8%
Furniture & Homefurnishings Store	6.3%
Preserved Fruits & Vegetables	6.0%
Miscellaneous Nondurable Goods	6.0%
Colleges & Universities	5.1%
Miscellaneous Durable Goods	4.5%
Civic & Social Associations	4.5%
Department Stores	4.2%
Job Training & Related Services	4.2%
Medical Instruments & Supplies	3.3%
New & Used Car Dealers	3.0%
Hospitals	3.0%
Communications Equipment	2.7%
Airports, Flying Fields, & Services	2.7%
Other	30.7%

## OTHER INFORMATION:

**Alternate Job Titles:** Warehouse Clerk, Purchasing Agent, Stock Replenisher, Supply Clerk

**Related DOT Code:** 219.367-018, 219.387-030, 222.387-026, 222.387-058, 222.387-034, 229.587-014, 339.687-010

**Promotional Opportunities:** May be promoted to head clerk, crew leader, warehouse supervisor, or store manager

**Turnover:** Among employers surveyed, the rate is 21.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers surveyed report their employees are unionized.

**SYSTEMS ANALYSTS -- ELECTRONIC DATA PROCESSING****OES 251020**

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

**EMPLOYER REQUIREMENTS**

Education and Training: Among those surveyed, all employers report they require at least a high school degree or equivalent. Most indicate they require at least an associate's degree. Some report they require a bachelor's degree. Almost all employers indicate they require or prefer technical training prior to hiring in this occupation. Specific training requirements vary widely, but employers highlight the following: college degree in computer information systems, management information systems, or computer science. Further, database training, A+ certification, and knowledge of various platforms are all sought after.

Experience: Among those responding, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 36 months experience as a systems analyst.

Skills and Qualifications:

Able to understand written sentences and paragraphs in work documents  
 Able to write computer programs for various purposes  
 Able to determine what is causing an operating error and deciding what to do about it  
 Able to conduct tests to determine whether equipment, software, or procedures are operating as expected  
 Able to identify the nature of problems  
 Able to analyze needs and product requirements to create a design  
 Able to communicate effectively with others in writing as indicated by the needs of the audience  
 Able to know how to find information and identify essential information  
 Able to develop approaches for implementing an idea  
 Able to use logic and analysis to identify the strengths and weaknesses of different approaches  
 Able to find ways to structure or classify multiple pieces of information

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$11.51 - 19.18	\$11.93
New Hires, W/ Experience	\$8.00 - 27.88	\$14.72
After Three Years W/ Firm	\$13.81 - 30.00	\$26.37

Hours Worked: Almost all Systems Analysts work full-time averaging 42 hour per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	63%	38%	0%
Dental Insurance	56%	19%	6%
Vision Insurance	50%	13%	6%
Life Insurance	56%	19%	6%
Sick Leave	94%	6%	0%
Vacation	94%	6%	0%
Retirement Plan	44%	38%	6%
Child Care	6%	0%	6%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Systems Analysts**

Experienced applicants: Not Competitive

Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, the Internet, current employee referrals, and in-house promotion or transfer.

**Employer Responses:** 16 employers, representing 67 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 100 - 160 (Medium)

**Gender:** Employers responding indicate 70% of workers are male, 30% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

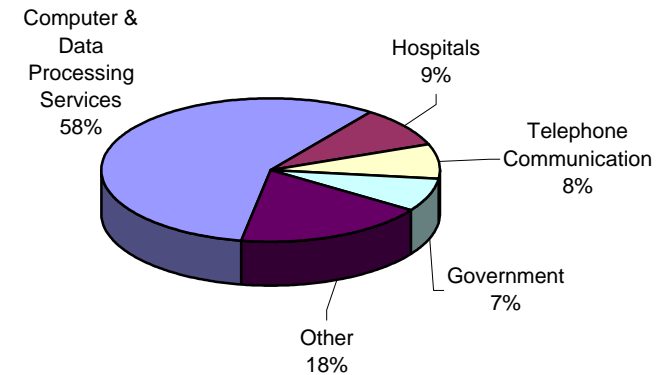
New jobs through 2004: 60

Separations to 2004: 10

Total Openings: 70

**Growth Trends:** The new job growth rate for this occupation is 60.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Many anticipate growth to remain stable over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Network Analyst, Network Engineer, Information Systems Analyst, Director of Information Systems, Information Systems Administrator, Technical Consultant

**Related DOT Code:** 030.162-014, 030.162-022, 030.167-014, 033.262.010, 109.067-010

**Promotional Opportunities:** May be promoted to senior systems analyst, project manager, team leader, supervisor of information services, information systems director, senior consultant, or software engineer

**Turnover:** Among employers surveyed, the rate is 7.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**TEACHERS AND INSTRUCTORS -- VOCATIONAL EDUCATION AND TRAINING****OES 313140**

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Does not include correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education.

**EMPLOYER REQUIREMENTS**

Education and Training: Among those surveyed, all employers report they require at least a high school diploma or equivalent. Some indicate they require a college degree. Most report they require technical or vocational training prior to hire. This training may be in the form of achieving an instructor's license, completing college course work, or gaining necessary computer training.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 36 months of prior experience as a vocational education and training teacher or instructor.

Skills and Qualifications:

Able to talk to others to effectively convey information  
 Able to teach others how to do something  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to use multiple approaches when learning or teaching new things  
 Able to understand written sentences and paragraphs in work documents  
 Able to communicate effectively with others in writing as indicated by the needs of the audience  
 Able to develop approaches for implementing an idea  
 Able to weigh the relative costs and benefits of a potential action  
 Able to know how to find information and identify essential information  
 Able to identify the things that must be changed to achieve a goal  
 Knowledge of Occupational Safety & Health Administration standards  
 Able to work under pressure  
 Able to perform advanced mathematical computations

**WAGES AND BENEFITS**Wages:

	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 15.00	Insufficient Data	\$9.50	\$22.37
New Hires, W/ Experience	\$6.90 - 15.00	\$24.98 - 27.87	\$9.53	\$26.43
After Three Years W/ Firm	\$10.00 - 20.00	\$25.57 - 31.17	\$12.95	\$28.37

Hours Worked: Many Vocational Education and Training Teachers and Instructors work full-time averaging 38 hours per week. Some work part-time at an average of 19 hours weekly. A few work seasonally at an average of 8 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	25%	0%	13%	13%	0%	0%
Dental Insurance	25%	0%	0%	0%	0%	0%
Vision Insurance	25%	0%	0%	0%	0%	0%
Life Insurance	13%	0%	0%	0%	0%	0%
Sick Leave	25%	13%	0%	0%	0%	0%
Vacation	25%	13%	0%	0%	0%	0%
Retirement Plan	13%	0%	25%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 8 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Vocational Education Teachers & Instructors**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, newspaper ads, and the Internet.

**Employer Responses:** 8 employers, representing 61 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 340 - 380 (Large)

**Gender:** Employers responding indicate 46% of workers are male, 54% are female.

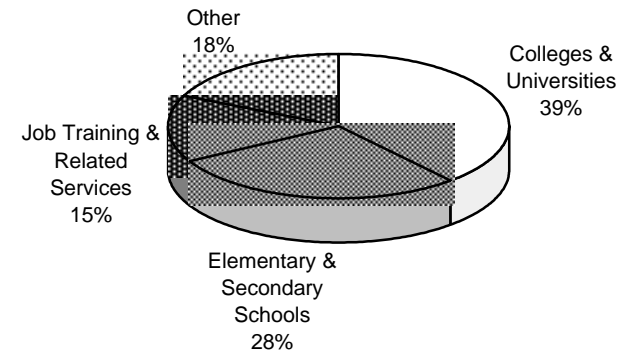
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	40
<u>Separations to 2004:</u>	20
Total Openings:	60

**Growth Trends:** The new job growth rate for this occupation is 11.8%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 10.9%. All employers responding project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Career Planning Instructor, Facilitator, Flight Instructor

**Related DOT Code:** 090.222-010, 097.221-010, 099.227-030, 166.221-010, 689.324-010, 788.222-010, 522.264-010

**Promotional Opportunities:** Employers responding do not report any promotional opportunities.

**Turnover:** Among employers surveyed, the rate is 9.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers surveyed report their employees are unionized.



**TEACHERS -- ELEMENTARY SCHOOL****OES 313050**

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Please do not include special education teachers who teach only handicapped pupils.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Almost all employers report that they require a bachelor's degree prior to hiring an applicant for this occupation. Graduate study, which includes student teaching, is consistent with the State of California's credentialing requirements for Elementary School Teachers. Persons interested in this career are encouraged to contact both the California Commission on Teacher Credentialing and the Department of Education at a state university.

**Experience:** Almost all employers report that they do not require but prefer work-related experience. They indicate a preference for hiring applicants with 12 - 36 months of teaching experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	88%
Dental Insurance:	88%
Vision Insurance:	81%
Life Insurance:	56%
Paid Vacation:	31%
Paid Sick Leave:	94%
Retirement Plan:	75%

\*Percentage is based on 16 employers responding to this particular question.

**HOURS AND WAGES**

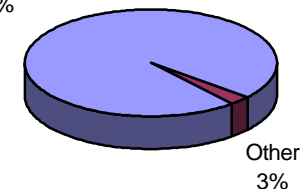
**Hours:** Almost all Elementary School Teachers work full-time for an average of 38 hours per week. Few work part-time averaging 18 hours weekly.

<b><u>*Wages:</u></b>	<b><u>Non-Union Range</u></b>	<b><u>Union Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$9.59 - 11.60	\$11.51 - 15.17	\$13.38
New Hires, With Experience:	\$8.00 - 11.94	\$14.11 - 19.18	\$14.38
After Three Years With Firm:	\$9.00 - 16.78	\$12.95 - 25.41	\$15.61

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

Elementary &  
Secondary  
Schools  
97%



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to connect with young students  
Audiovisual teaching skills  
Artistic skills  
Musical skills  
Supervisory skills  
Classroom management skills  
Record keeping skills  
Ability to administer first aid  
Possession of a state teachers' certificate  
Ability to read and write effectively  
Problem solving skills  
Effective communication / interpersonal skills  
Possession of a clean police record  
Ability to exercise patience  
Understanding of a variety of cultures

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Teacher, Classroom Teacher

**Related DOT Code:** 092.227-010, 092.227-014

**Career Ladders:** May be promoted to principal or other administrative position

**Nontraditional Occupation:** No. Employers responding report that 82% of workers are female.

**Turnover:** Among employers surveyed, the rate is 8.5% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Most employers surveyed report their employees are unionized.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: colleges/universities, newspaper ads, and walk-in applicants.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Elementary School Teachers**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 16 employers, representing 952 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 820 -- Very Large

**Growth Projections:** New jobs through 2002: 110  
Separations to 2002: 120  
Total Openings: 230

**Growth Trends:** The new job growth rate for this occupation is 13.4%, which is growing slower than the average new job growth rate of 18.7% for all occupations in the county. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate a decline in growth over this period.

**Gender:** Employers responding indicate 18% of workers are male, 82% are female.

**TEACHERS, PRESCHOOL****OES 313030**

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

**EMPLOYER REQUIREMENTS**

Education and Training: Among those surveyed, all employers report they require at least a high school diploma or equivalent. All responding indicate they require technical or vocational training prior to hire. Employers generally express this training as the completion of 12 units of early childhood education.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of preschool teaching or other childcare-related experience.

Skills and Qualifications:

Able to speak to others to effectively convey information  
 Able to use multiple approaches when learning or teaching new things  
 Able to teach others how to do something  
 Being aware of others' reactions and understanding why they react the way they do  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to understand written sentences and paragraphs in work documents  
 Able to assess how well one is doing when learning or doing something  
 Able to adjust actions in relation to others' actions  
 Able to develop approaches for implementing an idea  
 Able to manage one's own time and the time of others  
 Able to administer emergency first aid  
 Possession of a clean police record  
 Understanding of a variety of cultures

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 8.48	\$6.75
New Hires, W/ Experience	\$6.00 - 9.59	\$7.00
After Three Years W/ Firm	\$7.00 - 10.55	\$8.50

Hours Worked: Many Preschool Teachers work full-time averaging 40 hours per week. Many work part-time averaging 22 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	13%	7%	27%	0%	0%	0%
Dental Insurance	13%	7%	20%	0%	0%	0%
Vision Insurance	13%	7%	13%	0%	0%	0%
Life Insurance	13%	7%	0%	0%	0%	0%
Sick Leave	33%	13%	0%	0%	0%	0%
Vacation	40%	7%	0%	0%	0%	0%
Retirement Plan	13%	7%	7%	0%	0%	0%
Child Care	7%	0%	0%	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Preschool Teachers**

Experienced applicants: Not Competitive

Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, college & universities, and current employee referrals.

**Employer Responses:** 15 employers, representing 150 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 300 - 340 (Large)

**Gender:** Employers responding indicate 19% of workers are male, 81% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

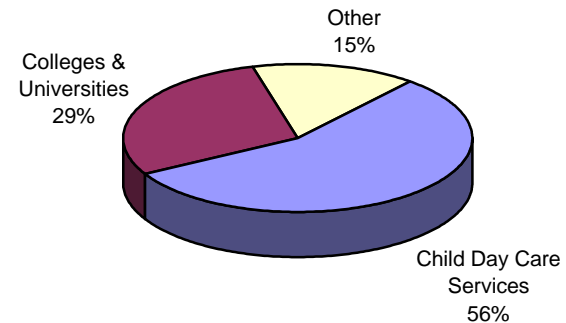
New jobs through 2004: 40

Separations to 2004: 40

Total Openings: 80

**Growth Trends:** The new job growth rate for this occupation is 13.3%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Assistant Teacher, Teacher

**Related DOT Code:** 092.227-018

**Promotional Opportunities:** May be promoted from assistant teacher to teacher, from teacher to coordinator; may be promoted to supervisor

**Turnover:** Among employers surveyed, the rate is 25.3% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**TEACHERS -- SECONDARY SCHOOL****OES 313080**

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. Please do not include special education teachers who teach only students with disabilities.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** All employers report they require a bachelor's degree prior to hiring an applicant for this occupation. Graduate study, which includes student teaching, is consistent with the State of California's credentialing requirements for Secondary School Teachers. Persons interested in this career are encouraged to contact both the California Commission on Teacher Credentialing and the Department of Education at a state university.

**Experience:** Most employers report that they require or prefer work-related experience. They indicate a preference for hiring applicants with 24 - 36 months of prior teaching experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	100%
Life Insurance:	29%
Paid Vacation:	14%
Paid Sick Leave:	100%
Retirement Plan:	71%

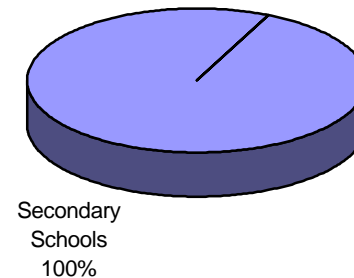
\*Percentage is based on 7 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Almost all Secondary School Teachers work full-time averaging 36 hours per week.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$12.47 - 17.01	\$15.17
New Hires, With Experience:	\$14.38 - 19.13	\$15.82
After Three Years With Firm:	\$17.10 - 23.01	\$18.22

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Audiovisual teaching skills  
Supervisory skills  
Classroom management skills  
Record keeping skills  
Ability to administer emergency first aid  
Possession of a state teacher's credential  
Ability to write effectively and legibly  
Problem solving skills  
Understanding of a variety of cultures  
Possession of a clean police record  
Ability to connect with students  
Oral communication skills / public contact skills  
Ability to work under pressure  
Ability to exercise patience  
Coaching skills are desirable  
Bilingual skills are desirable

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: colleges or universities, newspaper ads, and walk-in applicants.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		
Not Difficult		X

The Job Market for: **Secondary School Teachers**  
Experienced applicants: Not Available  
Inexperienced applicants: Very Competitive

**Employer Responses:** 7 employers, representing 602 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** High School Teacher, Secondary Classroom Teacher

**Related DOT Code:** 091.227-010, 091.221-010

**Career Ladders:** May be promoted to principal or other administrative positions

**Nontraditional Occupation:** No. Employers responding report that 48% of workers are female.

**Turnover:** Among employers surveyed, the rate is 10.8% for employees in this occupation over the past 12 months.

**Unionization:** Yes. All employers surveyed report their employees are unionized.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 690 -- Very Large

**Growth Projections:**

New jobs through 2002:	150
<u>Separations to 2002:</u>	140
Total Openings:	290

**Growth Trends:** The new job growth rate for this occupation is 21.7%, which is growing faster than the average new job growth rate of 18.7% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

**Gender:** Employers responding indicate 52% of workers are male, 48% are female.

**TEACHERS -- SPECIAL EDUCATION****OES 313110**

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

**EMPLOYER REQUIREMENTS**

Education and Training: Of those surveyed, all employers report they require at least a bachelor's degree. Some indicate they require graduate study prior to hire. Graduate study is consistent with the State of California's credentialing requirements for special education teachers. Persons interested in this career are encouraged to contact both the California Commission on Teacher Credentialing and the Department of Education at a state university. Almost all employers indicate they require 12 - 24 months of technical or vocational training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 24 months of experience as a special education teacher.

Skills and Qualifications:

Able to teach others how to do something  
 Able to use multiple approaches when learning or teaching new things  
 Able to be aware of others' reactions and understanding why they react the way they do  
 Able to talk to others to effectively convey information  
 Able to develop approaches for implementing an idea  
 Able to listen to what others are saying and ask questions as appropriate  
 Able to assess how well one is doing when learning or doing something  
 Able to understand written sentences and paragraphs in work documents  
 Able to communicate effectively with others in writing as indicated by the needs of the audience  
 Able to actively look for ways to help people  
 Able to generate a number of different approaches to problems  
 Able to find ways to structure or classify multiple pieces of information

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$15.81 - 18.90	\$18.27
New Hires, W/ Experience	\$16.11 - 26.22	\$18.65
After Three Years W/ Firm	\$16.30 - 30.41	\$22.43

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Special Education Teachers work full-time at an average of 37 hour per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	86%	7%	0%
Dental Insurance	79%	14%	0%
Vision Insurance	79%	14%	0%
Life Insurance	43%	7%	7%
Sick Leave	93%	0%	0%
Vacation	7%	0%	0%
Retirement Plan	7%	79%	7%
Child Care	0%	0%	7%

\*Percentage is based on 14 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Special Education Teachers**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: colleges and universities, newspaper ads, and the Internet.

**Turnover:** Among employers surveyed, the rate is 6.0% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 500 - 510 (Very Large)

**Gender:** Employers responding indicate 25% of workers are male, 75% are female.

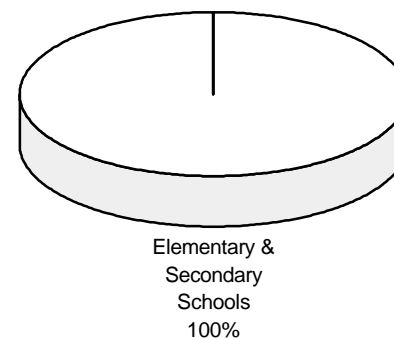
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	10
<u>Separations to 2006:</u>	30
Total Openings:	40

**Growth Trends:** The new job growth rate for this occupation is 2.0%, which is growing slower than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## WHERE THE JOBS ARE



**Alternate Job Titles:** Resource Specialists

**Related DOT Code:** 094.107-010, 094.224-010, 094.224-014, 094.224-018, 094.227-010, 094.227-022, 094.227-030

**Promotional Opportunities:** May be promoted to principal, superintendent, or other administrative position

**Union/Collective Bargaining:** Yes. Almost all employers surveyed report their employees are unionized.

**Employer Responses:** 14 employers, representing 140 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.



**TRAFFIC, SHIPPING, AND RECEIVING CLERKS****OES 580280**

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks and workers whose primary duties involve weighing and checking.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. Few indicate they require technical or vocational training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience in traffic, shipping, and receiving.

Skills and Qualifications:

Basic math skills  
 Able to read and follow instructions  
 Able to write legibly and effectively  
 Oral communication skills  
 Able to work under pressure  
 Able to work independently  
 Willing to work with close supervision  
 Possession of a valid driver's license  
 Able to operate a fork lift  
 Able to type at least 30 words per minute  
 Able to use the United States and private parcel post service  
 Understanding of inventory techniques  
 Able to plan and organize the work of others  
 Record keeping skills  
 Able to stand continuously for 2 or more hours  
 Able to lift at least 60 pounds repeatedly

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.00	\$7.25
New Hires, W/ Experience	\$6.25 - 12.19	\$9.00
After Three Years W/ Firm	\$7.75 - 16.78	\$12.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Traffic, Shipping, and Receiving Clerks work full-time averaging 41 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	40%	47%	0%
Dental Insurance	27%	13%	7%
Vision Insurance	13%	7%	7%
Life Insurance	40%	7%	7%
Sick Leave	80%	0%	0%
Vacation	93%	0%	0%
Retirement Plan	27%	33%	7%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Traffic, Shipping, and Receiving Clerks**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and private employment agencies.

**Turnover:** Among employers surveyed, the rate is 14.9% for employees in this occupation over the past 12 months.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 380 - 390 (Large)

**Gender:** Employers responding indicate 88% of workers are male, 12% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: 10

Separations to 2006: 50

Total Openings: 60

**Growth Trends:** The new job growth rate for this occupation is 2.6%, which is growing slower than the average new growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

## WHERE THE JOBS ARE

Federal Government	25.1%
General Merchandise Stores	15.6%
Grocery Stores	6.1%
Preserved Fruits & Vegetables	4.6%
Professional & Commercial Equipment	2.8%
Miscellaneous Business Services	2.8%
Miscellaneous Plastic Products	2.0%
Women's & Misses' Outerwear	1.8%
Paints & Allied Products	1.8%
Toys & Sporting Goods	1.8%
Groceries & Related Products	1.8%
Other	33.8%

## OTHER INFORMATION:

**Alternate Job Titles:** Purchasing Agent, Warehouse Person, Distribution Person

**Related DOT Code:** 214.587-014, 219.367-030, 222.387-050, 222.587-018, 222.587-034, 222.687-022, 248.362-010

**Promotional Opportunities:** May be promoted to driver, sales clerk, production supervisor, or retail manager

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**Employer Responses:** 15 employers, representing 48 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**TRUCK DRIVERS -- HEAVY OR TRACTOR TRAILER****OES 971020**

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Almost all indicate they require technical or vocational training from a truck driving school prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 24 months of trucking or trucking-related experience.

Skills and Qualifications:

Able to operate a fork lift  
 Able to read invoices  
 Record keeping skills  
 Able to drive trucks long distances  
 Able to load and unload freight  
 Able to meet Interstate Commerce Commission requirements  
 Possession of a Class A driver's license  
 Possession of a Class B driver's license  
 Knowledge of local streets  
 Able to pass a pre-employment medical examination  
 Able to lift at least 75 pounds repeatedly  
 Able to work independently  
 Possession of a good Department of Motor Vehicles driving record  
 Able to read and follow instructions  
 Able to read a road map

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$11.97 - 24.57	\$14.00
New Hires, W/ Experience	\$8.00 - 20.00	\$13.50
After Three Years W/ Firm	\$10.00 - 21.25	\$14.49

Hours Worked: Most Truck Drivers work full-time averaging 44 hours per week. A few work part-time averaging 24 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	53%	20%	0%
Dental Insurance	20%	7%	0%
Vision Insurance	20%	7%	0%
Life Insurance	47%	0%	0%
Sick Leave	13%	0%	0%
Vacation	87%	0%	0%
Retirement Plan	7%	27%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Truck Drivers -- Heavy or Tractor Trailer**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

**Employer Responses:** 15 employers, representing 143 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 490 - 600 (Very Large)

**Gender:** Employers responding indicate 99% of workers are male, 1% are female.

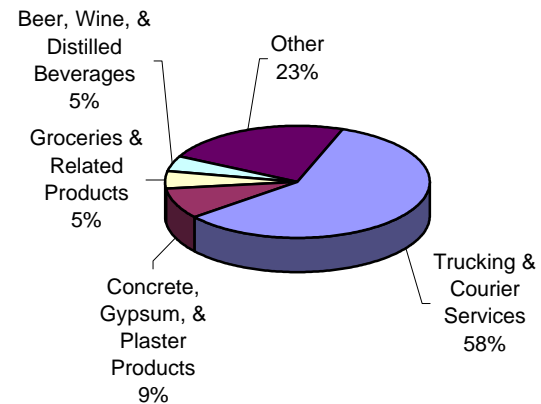
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	110
<u>Separations to 2004:</u>	50
Total Openings:	160

**Growth Trends:** The new job growth rate for this occupation is 22.4%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Mover

**Related DOT Code:** 900.683-010, 902.683-010, 903.683-018, 904.383-010, 904.683-010, 905.663-010, 905.663-014

**Promotional Opportunities:** May be promoted to dispatcher, or supervisor

**Turnover:** Among employers surveyed, the rate is 18.9% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**TRUCK DRIVERS, LIGHT -- INCLUDE DELIVERY AND ROUTE****OES 971050**

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Please do not include workers whose duties include sales.

**EDUCATION / TRAINING AND EXPERIENCE**

**Education and Training:** Most employers report they require a high school diploma or equivalent prior to hiring an applicant in this occupation. Few indicate they require vocational or technical training prior to employment. However, some employers report that they will accept training as a substitute for experience. A few indicate that a hazardous materials certificate is a requirement.

**Experience:** Many employers report that they require or prefer work-related experience. They tend to hire applicants with 6 - 24 months of prior truck driving experience.

**% of EMPLOYERS\* OFFERING FRINGE BENEFITS**

	<b><u>Full-Time</u></b>
Medical Insurance:	82%
Dental Insurance:	53%
Vision Insurance:	53%
Life Insurance:	29%
Paid Vacation:	82%
Paid Sick Leave:	65%
Retirement Plan:	53%

\*Percentage is based on 17 employers responding to this particular question.

**HOURS AND WAGES**

**Hours:** Almost all Light Truck Drivers work full-time averaging 42 hours per week.

<b><u>*Wages:</u></b>	<b><u>Range</u></b>	<b><u>Median</u></b>
New Hires, No Experience:	\$5.75 - 9.00	\$7.00
New Hires, With Experience:	\$5.75 - 9.00	\$7.00
After Three Years With Firm:	\$6.50 - 12.00	\$8.88

\*Few firms indicate they pay commission and/or safety awards in addition to wages.

\*Wages reflect economic situation subsequent to state minimum wage adjustments of 03 /01/ 98.

**WHERE THE JOBS ARE**

Motor Freight Transportation	10.8%
Individual & Family Services	9.3%
Automotive Repair, Services & Parking	8.4%
Newspapers	4.8%
Home Furniture, Furnishings & Equipment	4.8%
Eating Places	4.2%
Automotive Dealers	4.2%
Building Materials, Hardware, Garden	3.2%
Linen Supply	3.2%
Business Services	2.4%
Air Courier Services	2.0%
Other	24.7%

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to operate a fork lift  
Ability to read invoices  
Record keeping skills  
Ability to load and unload freight  
Map reading skills  
Possession of a valid Class A driver's license  
Possession of a valid Class B driver's license  
Knowledge of local streets  
Ability to pass a pre-employment medical examination  
Ability to lift at least 75 lbs. repeatedly  
Ability to work independently  
Possession of a good DMV driving record  
Ability to read and follow instructions  
Oral communication skills  
Customer service skills / people skills

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Driver, Delivery Driver, Warehouse Person, Receiving Person

**Related DOT Code:** 906.683-010, 906.683-014, 906.683-018, 906.683-022, 913.663-018, 919.663-022

**Career Ladders:** May be promoted to warehouse clerk, route supervisor, foreman, dispatcher, salesperson, branch manager

**Nontraditional Occupation:** Yes. Employers responding report that 12% of workers are female.

**Turnover:** The rate is 39.8% for employees in this occupation over the past 12 months.

**Unionization:** Yes. Few employers responding indicate their workers are unionized.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, walk-in applicants, and the Employment Development Department.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Truck Drivers -- Light**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Employer Responses:** 17 employers, representing 98 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

## OCCUPATIONAL SIZE & GROWTH -- 1995 TO 2002

EDD OCCUPATIONAL PROJECTIONS

**Size of 1995 Employment:** 440 -- Very Large

**Growth Projections:** New jobs through 2002: 70  
Separations to 2002: 50  
Total Openings: 120

**Growth Trends:** The new job growth rate for this occupation is 15.9%, which is growing slower than the average job growth rate of 18.7% for all occupations in the county. Many employers responding report their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth.

**Gender:** Employers responding indicate 88% of workers are male, 12% are female.

**WELDERS AND CUTTERS****OES 939140**

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Most indicate they require or prefer technical or vocational training in welding prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 36 months of previous welding or welding-related experience.

Skills and Qualifications:

Able to inspect and evaluate the quality of products  
 Able to read blueprints  
 Able to read working drawings  
 Arc & gas welding skills  
 Able to use precision tools and other equipment needed to do a job  
 Able to perform routine maintenance and determine when and what type of maintenance is needed  
 Able to install equipment, machines, wiring, or programs to meet specifications  
 Possession of mechanical aptitude  
 Able to use mathematics to solve problems  
 Able to work continuously for 2 or more hours  
 Able to work in awkward positions  
 Able to work independently  
 Able to write legibly

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.50 - 10.00	\$7.78
New Hires, W/ Experience	\$7.50 - 12.50	\$9.25
After Three Years W/ Firm	\$9.00 - 18.00	\$12.75

Hours Worked: Almost all Welders & Cutters work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	31%	63%	0%
Dental Insurance	25%	56%	6%
Vision Insurance	13%	31%	0%
Life Insurance	31%	6%	0%
Sick Leave	50%	0%	0%
Vacation	94%	0%	0%
Retirement Plan	6%	75%	0%
Child Care	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Welders and Cutters**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

**Employer Responses:** 16 employers, representing 199 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 280 - 330 (Large)

**Gender:** Employers responding indicate 100% of workers are male, 0% are female.

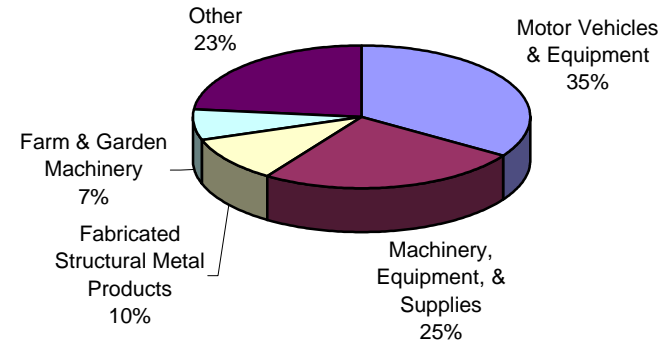
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	50
<u>Separations to 2004:</u>	50
Total Openings:	100

**Growth Trends:** The new job growth rate for this occupation is 17.9%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Certified Welder

**Related DOT Code:** 810.384-014, 811.684-014, 819.361-010, 819.361-014, 819.384-010, 819.684-010, 810.384-010

**Promotional Opportunities:** May be promoted to supervisor, foreperson, or field supervisor

**Turnover:** Among employers surveyed, the rate is 14.1% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.



***2001 - 2002***

***BUTTE COUNTY***

***TRAINING***

***DIRECTORY***

## ***OVERVIEW***

The *2001/2002 Butte County Training Directory* is produced as part of the statewide CCOIS. The development of this directory is through a cooperative effort between the Butte County Private Industry Council, the Labor Market Information Division of the State of California Employment Development Department, and the California Occupational Information Coordinating Committee (COICC).

The COICC is an interagency committee created by federal and state law to promote the development, distribution and use of occupational, labor market and career information. The COICC also supports training to enhance the skills of those in the career development and workforce preparation communities. Its primary responsibility is to coordinate the development of an occupational information system that will serve the needs of vocational education, employment and training programs and career guidance. Additionally, the COICC facilitates coordination and communication among and between the developers and users of occupational information.

The purpose of this directory is to provide basic information on the training programs available to residents of Butte County. Unless otherwise noted, the programs listed are those which prepare persons for entry into one or more specific occupations.

The Employment Development Department (EDD) does not endorse the schools listed in the training directory. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile. Please contact us if there are additional programs that should be included in future editions of this directory.

## ***HOW CAN I USE THIS DIRECTORY?***

The data in this directory is intended for use by various workforce development agencies, training providers, organizations, and individuals. Some of the ways in which this directory can be used are as follows:

- It can be used as a reliable reference resource for career and vocational training programs available throughout Butte County.

- It can be used by employers interested in finding skilled workers or in search of training programs for new or current employees.
- Counselors and employment training professionals can use this directory to assist individuals in selecting training programs that meet their individual goals and needs.

## LOCAL TRAINING PROVIDERS

Training is provided in the county for these occupations that were surveyed in Program Years 1999, 2000, 2001. Please refer to updated course catalogs or contact providers directly for current information. Training provider information may be found in the following pages:

AUTOMOTIVE BODY AND RELATED REPAIRERS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
AUTOMOTIVE MECHANICS	BUTTE COMMUNITY COLLEGE
BAKERS, BREAD AND PASTRY	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS	COMPUTERS AND TUTORS NORTHSTATE BUSINESS COLLEGE
CASHIERS	J K HANNIS MARKETING & TRAINING
COMPUTER SUPPORT SPECIALISTS	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO DESTINY COLLEGE
COOKS, RESTAURANT	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
DENTAL ASSISTANTS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
DISPATCHERS, EXCEPT POLICE, FIRE, AND AMBULANCE	J K HANNIS MARKETING & TRAINING
DRIVER/SALES WORKERS	J K HANNIS MARKETING & TRAINING
FIRST-LINE SUPERVISORS & MANAGERS - CLERICAL/ADMIN SUPPORT	J K HANNIS MARKETING & TRAINING
GENERAL OFFICE CLERKS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS

HOME HEALTH AIDES	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM OROVILLE ADULT SCHOOL
INSTRUCTORS AND COACHES, SPORTS AND PHYSICAL TRAINING	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
LOAN OFFICERS AND COUNSELORS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
MAINTENANCE REPAIRERS, GENERAL UTILITY	BUTTE COMMUNITY COLLEGE
MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM CALIFORNIA STATE UNIVERSITY, CHICO J K HANNIS MARKETING & TRAINING
MEDICAL ASSISTANTS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS OROVILLE ADULT SCHOOL
MEDICINE AND HEALTH SERVICES MANAGERS	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO J K HANNIS MARKETING & TRAINING JA'ONNA'S LABORATORY SKILLS TRAINING PROGRAM
NURSING AIDES, ORDERLIES, AND ATTENDANTS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM EVERGREEN AT GRIDLEY OLIVE RIDGE CARE CENTER OROVILLE ADULT SCHOOL
RECEPTIONISTS AND INFORMATION CLERKS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS NORTHSTATE BUSINESS COLLEGE
RECREATION WORKERS	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
SALES REPRESENTATIVES, EXCEPT RETAIL AND SCIENTIFIC	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM

	CAL-A-HI DOG GROOMING SCHOOL COMPUTERS AND TUTORS J K HANNIS MARKETING & TRAINING
SHIPPING, RECEIVING, AND TRAFFIC CLERKS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS
SOCIAL WORKERS, EXCEPT MEDICAL AND PSYCHIATRIC	CALIFORNIA STATE UNIVERSITY, CHICO CALIFORNIA STATE UNIVERSITY, CHICO
STOCK CLERKS - STOCKROOM, WAREHOUSE OR STORAGE YARD	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS J K HANNIS MARKETING & TRAINING
SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM CALIFORNIA STATE UNIVERSITY, CHICO CALIFORNIA STATE UNIVERSITY, CHICO FOR COMPUTER LEARNING CENTER COMPUTERS AND TUTORS OROVILLE ADULT SCHOOL SIERRA TECHNICAL INSTITUTE
TEACHERS AND INSTRUCTORS, VOCATIONAL ED AND TRAINING	CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
TEACHERS, ELEMENTARY SCHOOL	CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
TEACHERS, PRESCHOOL	CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
TEACHERS, SECONDARY SCHOOL	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
TEACHERS, SPECIAL EDUCATION	CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
TRUCK DRIVERS, HEAVY OR TRACTOR-TRAILER	CAL-A-HI DOG GROOMING SCHOOL

TRUCK DRIVERS, LIGHT, INCLUDE DELIVERY AND ROUTE WORKERS

WELDERS AND CUTTERS

FOSTER ELITE TRUCK DRIVING SCHOOL

CAL-A-HI DOG GROOMING SCHOOL

FOSTER ELITE TRUCK DRIVING SCHOOL

BUTTE COMMUNITY COLLEGE

BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM

OROVILLE ADULT SCHOOL

**Provider:** BUTTE COMMUNITY COLLEGE  
**Physical Address:** 3536 BUTTE CAMPUS DRIVE  
OROVILLE CA, 95965  
**School Type:** Community Colleges  
  
**Phone:** (530) 895-2511  
**Fax:** (530) 895-2962  
**Internet/URL:** <http://www.butte.cc.ca.us>  
**Email:** <mailto:admissions@butte.cc.ca.us>

**Financial Aid:** Yes  
**Veteran Approved:** Yes  
**Job Placement:** Yes  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** Yes  
**Open Entry/Open Exit:** No  
**Distance Learning:** Yes  
**English as a Second Language:** Yes

**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** Yes  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 853020 AUTOMOTIVE MECHANICS

**Training Program(s):**

Auto/Automotive Mechanic/Technician

**Occupational** 251040 COMPUTER SUPPORT SPECIALISTS

**Training Program(s):**

Business Systems Networking and Telecommunications

**Occupational** 313210 INSTRUCTORS AND COACHES, SPORTS AND PHYSICAL TRAINING

**Training Program(s):**

Physical Education Teaching and Coaching

**Occupational** 851320 MAINTENANCE REPAIRERS, GENERAL UTILITY

**Training Program(s):**

Agricultural Mechanization, General

**Occupational** 130110 MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS

**Training Program(s):**

Fashion Merchandising

Business Services Marketing Operations

Public Relations and Organizational Communications

Business Administration and Management, General



**Occupational** 150080 MEDICINE AND HEALTH SERVICES MANAGERS

**Training Program(s):**

Business Administration and Management, General

**Occupational** 273110 RECREATION WORKERS

**Training Program(s):**

Parks, Recreation and Leisure Facilities Management

**Occupational** 490080 SALES REPRESENTATIVES, EXCEPT RETAIL AND SCIENTIFIC AND RELATED  
PRODUCTS AND SERVICES

**Training Program(s):**

Fashion Merchandising

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

**Training Program(s):**

Computer and Information Sciences, General

**Occupational** 313080 TEACHERS, SECONDARY SCHOOL

**Training Program(s):**

Physical Education Teaching and Coaching

**Occupational** 939140 WELDERS AND CUTTERS

**Training Program(s):**

Welder/Welding Technologist

**Provider:** BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM

**Physical Address:** 9341 A MIDWAY  
DURHAM CA, 95938-0240

**School Type:** Secondary Schools with Occupational Programs (ROP  
vocational/occupational education)

**Phone:** (530) 891-2929

**Fax:** (530) 891-2909

**Internet/URL:** <http://www.bcoe.butte.k12.ca.us>

**Email:** kgreenma@bcoe.butte.k12.ca.us

**Financial Aid:** No

**Veteran Approved:** Yes

**Job Placement:** Yes

**Career Development:** Yes

**Counseling:** Yes

**Child Care:** No

**Open Entry/Open Exit:** Yes

**Distance Learning:** No

**English as a Second Language:** No

**Doctorate Degree:** No

**Master Degree:** No

**Bachelor Degree:** No

**Associate Degree:** No

**Certificate:** Yes

**Diploma:** No

**Occupational** 853050 AUTOMOTIVE BODY AND RELATED REPAIRERS  
**Training Program(s):**  
Auto/Automotive Body Repairer

**Occupational** 650210 BAKERS, BREAD AND PASTRY  
**Training Program(s):**  
Baker/Pastry Chef

**Occupational** 650260 COOKS, RESTAURANT  
**Training Program(s):**  
Culinary Arts/Chef Training

**Occupational** 660020 DENTAL ASSISTANTS  
**Training Program(s):**  
Dental Assistant

**Occupational** 553470 GENERAL OFFICE CLERKS  
**Training Program(s):**  
General Office/Clerical and Typing Services

**Occupational** 660110 HOME HEALTH AIDES  
**Training Program(s):**  
Home Health Aide

**Occupational** 211080 LOAN OFFICERS AND COUNSELORS  
**Training Program(s):**  
Financial Services Marketing Operations

**Occupational** 130110 MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS  
**Training Program(s):**  
Business Services Marketing Operations  
Fashion Merchandising

**Occupational** 660050 MEDICAL ASSISTANTS  
**Training Program(s):**  
Medical Assistant

**Occupational** 660080 NURSING AIDES, ORDERLIES, AND ATTENDANTS  
**Training Program(s):**  
Nurse Assistant/Aide

**Occupational** 553050 RECEPTIONISTS AND INFORMATION CLERKS  
**Training Program(s):**  
General Office/Clerical and Typing Services

**Occupational** 490080 SALES REPRESENTATIVES, EXCEPT RETAIL AND SCIENTIFIC AND RELATED PRODUCTS AND SERVICES

**Training Program(s):**

Fashion Merchandising

General Selling Skills and Sales Operations

**Occupational** 580280 SHIPPING, RECEIVING, AND TRAFFIC CLERKS**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 580230 STOCK CLERKS - STOCKROOM, WAREHOUSE OR STORAGE YARD**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING**Training Program(s):**

Computer and Information Sciences, General

**Occupational** 939140 WELDERS AND CUTTERS**Training Program(s):**

Welder/Welding Technologist

**Provider:** CAL-A-HI DOG GROOMING SCHOOL**Physical Address:** 973 Q EAST AVE -- FAIRVIEW

CHICO CA, 95926

**School Type:** Other Education**Phone:** (530) 343-1554**Fax:****Internet/URL:****Email:****Financial Aid:** No**Veteran Approved:** No**Job Placement:** No**Career Development:** No**Counseling:** Yes**Child Care:** No**Open Entry/Open Exit:** No**Distance Learning:** No**English as a Second Language:** No**Doctorate Degree:** No**Master Degree:** No**Bachelor Degree:** No**Associate Degree:** No**Certificate:** Yes**Diploma:** No

**Provider:** CALIFORNIA STATE UNIVERSITY, CHICO  
**Physical Address:** 400 WEST FIRST STREET  
 CHICO CA, 95929  
**School Type:** Public 4- or more year Colleges and Universities, including  
 Graduate and Professional Schools  
**Phone:** (530) 898-4636  
**Fax:** (530) 898-4381  
**Internet/URL:** <http://www.csuchico.edu/>  
**Email:** [info@csuchico.edu](mailto:info@csuchico.edu)

**Financial Aid:** Yes  
**Veteran Approved:** Yes  
**Job Placement:** Yes  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** Yes  
**Open Entry/Open Exit:** Yes  
**Distance Learning:** Yes  
**English as a Second Language:** Yes

**Doctorate Degree:** No  
**Master Degree:** Yes  
**Bachelor Degree:** Yes  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 251040 COMPUTER SUPPORT SPECIALISTS

**Training Program(s):**

Information Sciences and Systems  
 Management Information Systems and Business Data Processing,

**Occupational** 313210 INSTRUCTORS AND COACHES, SPORTS AND PHYSICAL TRAINING

**Training Program(s):**

Education, General  
 Physical Education Teaching and Coaching

**Occupational** 130110 MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS

**Training Program(s):**

Public Relations and Organizational Communications  
 Business Administration and Management, General

**Occupational** 150080 MEDICINE AND HEALTH SERVICES MANAGERS

**Training Program(s):**

Business Administration and Management, General  
 Public Health, General  
 Health and Medical Administrative Services, Other

**Occupational** 273110 RECREATION WORKERS

**Training Program(s):**

Parks, Recreation and Leisure Facilities Management

**Occupational** 273050 SOCIAL WORKERS, EXCEPT MEDICAL AND PSYCHIATRIC

**Training Program(s):**

Social Work

**Occupational** 273020 SOCIAL WORKERS, MEDICAL AND PSYCHIATRIC

**Training Program(s):**

Social Work

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

**Training Program(s):**

Computer Programming  
Management Information Systems and Business Data Processing,  
Computer and Information Sciences, General

**Occupational** 313140 TEACHERS AND INSTRUCTORS, VOCATIONAL EDUCATION AND TRAINING

**Training Program(s):**

Education, General

**Occupational** 313050 TEACHERS, ELEMENTARY SCHOOL

**Training Program(s):**

Bilingual/Bicultural Education  
Education, General  
Art Teacher Education  
Mathematics Teacher Education

**Occupational** 313030 TEACHERS, PRESCHOOL

**Training Program(s):**

Bilingual/Bicultural Education  
Education, General

**Occupational** 313080 TEACHERS, SECONDARY SCHOOL

**Training Program(s):**

Education, General  
Art Teacher Education  
Mathematics Teacher Education  
Physical Education Teaching and Coaching  
Science Teacher Education, General  
Social Science Teacher Education

**Occupational** 313110 TEACHERS, SPECIAL EDUCATION

**Training Program(s):**

Special Education, General Education

<b>Provider:</b>	<b>CALIFORNIA STATE UNIVERSITY, CHICO FOR CONTINUING ED</b>	<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Physical Address:</b>	400 W. FIRST STREET	<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	Yes
	CHICO CA, 95929-0250	<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	Yes
<b>School Type:</b>	Public 4- or more year Colleges and Universities, including Graduate and Professional Schools	<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
		<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Phone:</b>	(530) 898-6105	<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Fax:</b>	(530) 898-4020	<b>Open Entry/Open Exit:</b>	No		
<b>Internet/URL:</b>	<a href="http://www.rce.csuchico.edu">http://www.rce.csuchico.edu</a>	<b>Distance Learning:</b>	Yes		
<b>Email:</b>	<a href="mailto:rce@csuchico.edu">rce@csuchico.edu</a>	<b>English as a Second Language:</b>	Yes		

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
 Computer Systems Analysis

<b>Provider:</b>	<b>COMPUTER LEARNING CENTER</b>	<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Physical Address:</b>	2201 - E2 PILLSBURY RD	<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
	CHICO CA, 95926	<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>School Type:</b>	Proprietary (Private) Business and Technical Schools	<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
		<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Phone:</b>	(530) 345-4444	<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Fax:</b>	(530) 345-4454	<b>Open Entry/Open Exit:</b>	No		
<b>Internet/URL:</b>	<a href="http://www.computerlearningcenter.com">http://www.computerlearningcenter.com</a>	<b>Distance Learning:</b>	No		
<b>Email:</b>	<a href="mailto:home@computerlearningcenter.com">mailto:home@computerlearningcenter.com</a>	<b>English as a Second Language:</b>	No		

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
 Computer and Information Sciences, General

<b>Provider:</b>	<b>COMPUTERS AND TUTORS</b>	<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Physical Address:</b>	9287 D MIDWAY	<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
	DURHAM CA, 95938	<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>School Type:</b>	Proprietary (Private) Business and Technical Schools	<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
		<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Phone:</b>	(530) 342-5282	<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Fax:</b>	5303425284	<b>Open Entry/Open Exit:</b>	Yes		
<b>Internet/URL:</b>		<b>Distance Learning:</b>	No		
<b>Email:</b>	<a href="mailto:margij@hotmail.com">margij@hotmail.com</a>	<b>English as a Second Language:</b>	No		

**Occupational** 553380 BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS

**Training Program(s):**

Accounting, Other

Accounting Technician

**Occupational** 553470 GENERAL OFFICE CLERKS

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 660050 MEDICAL ASSISTANTS

**Training Program(s):**

Medical Office Management

**Occupational** 553050 RECEPTIONISTS AND INFORMATION CLERKS

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 490080 SALES REPRESENTATIVES, EXCEPT RETAIL AND SCIENTIFIC AND RELATED PRODUCTS AND SERVICES

**Training Program(s):**

Marketing Operations/Marketing and Distribution, Other

**Occupational** 580280 SHIPPING, RECEIVING, AND TRAFFIC CLERKS

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 580230 STOCK CLERKS - STOCKROOM, WAREHOUSE OR STORAGE YARD

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

**Training Program(s):**

Computer and Information Sciences, General

**Provider:** DESTINY COLLEGE

**Physical Address:** 3075 COHHASSET ROAD SUITE 2  
CHICO CA, 95973

**School Type:** Proprietary (Private) Business and Technical Schools

**Phone:** (530 )897-5344

**Fax:**

**Internet/URL:**

**Email:**

**Financial Aid:** No

**Veteran Approved:** No

**Job Placement:** Yes

**Career Development:** No

**Counseling:** No

**Child Care:** No

**Open Entry/Open Exit:** No

**Distance Learning:** No

**English as a Second Language:** No

**Doctorate Degree:** No

**Master Degree:** No

**Bachelor Degree:** No

**Associate Degree:** No

**Certificate:** Yes

**Diploma:** No

**Occupational** 251040 COMPUTER SUPPORT SPECIALISTS

**Training Program(s):**

Information Sciences and Systems

**Provider:** EVERGREEN AT GRIDLEY

**Physical Address:** 246 SPRUCE STREET

GRIDLEY CA, 95948

**School Type:** Proprietary (Private) Business and Technical Schools

**Phone:** (530) 846-6266

**Fax:** (530) 846-0668

**Internet/URL:**

**Email:**

**Financial Aid:** No

**Veteran Approved:** No

**Job Placement:** Yes

**Career Development:** Yes

**Counseling:** Yes

**Child Care:** No

**Open Entry/Open Exit:** No

**Distance Learning:** No

**English as a Second Language:** No

**Doctorate Degree:** No

**Master Degree:** No

**Bachelor Degree:** No

**Associate Degree:** No

**Certificate:** Yes

**Diploma:** No

**Occupational** 660080 NURSING AIDES, ORDERLIES, AND ATTENDANTS

**Training Program(s):**

Nurse Assistant/Aide

**Provider:** FEATHER RIVER UNIVERSITY

**Physical Address:** 5718 ALMOND ST

PARADISE CA, 95969

**School Type:** Private 4- or more year Colleges and Universities, including  
Graduate And Professional Schools

**Phone:** (530) 872-4404

**Fax:** (530) 872-8736

**Internet/URL:** <http://www.2net2.com/fru>

**Email:** [featherriveruniversity@yahoo.com](mailto:featherriveruniversity@yahoo.com)

**Financial Aid:** No

**Veteran Approved:** No

**Job Placement:** No

**Career Development:** No

**Counseling:** Yes

**Child Care:** No

**Open Entry/Open Exit:** Yes

**Distance Learning:** Yes

**English as a Second Language:** No

**Doctorate Degree:** No

**Master Degree:** Yes

**Bachelor Degree:** Yes

**Associate Degree:** No

**Certificate:** Yes

**Diploma:** Yes

**Occupational** 313210 INSTRUCTORS AND COACHES, SPORTS AND PHYSICAL TRAINING

**Training Program(s):**

Education, General

Health and Physical Education, General

**Occupational** 273110 RECREATION WORKERS

**Training Program(s):**

Health and Physical Education, General



**Occupational** 313140 TEACHERS AND INSTRUCTORS, VOCATIONAL EDUCATION AND TRAINING  
**Training Program(s):**  
 Education, General

**Occupational** 313050 TEACHERS, ELEMENTARY SCHOOL  
**Training Program(s):**  
 Education, General

**Occupational** 313030 TEACHERS, PRESCHOOL  
**Training Program(s):**  
 Education, General

**Occupational** 313080 TEACHERS, SECONDARY SCHOOL  
**Training Program(s):**  
 Education, General

**Occupational** 313110 TEACHERS, SPECIAL EDUCATION  
**Training Program(s):**  
 Education, General

**Provider:** FOSTER ELITE TRUCK DRIVING SCHOOL  
**Physical Address:** 1940 FEATHER RIVER BLVD STE 6  
 OROVILLE CA, 95966  
**School Type:** Proprietary (Private) Business and Technical Schools

**Phone:** (800) 927-3535  
**Fax:** (530) 527-5427  
**Internet/URL:**  
**Email:** [fosterelite@tco.net](mailto:fosterelite@tco.net)

**Financial Aid:** Yes  
**Veteran Approved:** Yes  
**Job Placement:** Yes  
**Career Development:** No  
**Counseling:** Yes  
**Child Care:** No  
**Open Entry/Open Exit:** No  
**Distance Learning:** No  
**English as a Second Language:** Yes

**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 971020 TRUCK DRIVERS, HEAVY OR TRACTOR-TRAILER  
**Training Program(s):**  
 Truck, Bus and Other Commercial Vehicle Operator

**Occupational** 971050 TRUCK DRIVERS, LIGHT, INCLUDE DELIVERY AND ROUTE WORKERS  
**Training Program(s):**  
 Truck, Bus and Other Commercial Vehicle Operator

**Provider:** J K HANNIS MARKETING & TRAINING  
**Physical Address:** 1362 ESPLANADE  
 CHICO CA, 95926  
**School Type:** Proprietary (Private) Business and Technical Schools  
  
**Phone:** (530) 342-0315  
**Fax:** (530) 343-7275  
**Internet/URL:**  
**Email:** [jkhannis@sunset.net](mailto:jkhannis@sunset.net)

**Financial Aid:** No  
**Veteran Approved:** No  
**Job Placement:** No  
**Career Development:** Yes  
**Counseling:** No  
**Child Care:** No  
**Open Entry/Open Exit:** Yes  
**Distance Learning:** No  
**English as a Second Language:** No

**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 490230 CASHIERS

**Training Program(s):**  
 General Retailing Operations

**Occupational** 580050 DISPATCHERS, EXCEPT POLICE, FIRE, AND AMBULANCE

**Training Program(s):**  
 General Distribution Operations

**Occupational** 971170 DRIVER/SALES WORKERS

**Training Program(s):**  
 General Retailing Operations

**Occupational** 510020 FIRST-LINE SUPERVISORS AND MANAGERS/SUPERVISORS - CLERICAL AND ADMINISTRATIVE SUPPORT WORKERS

**Training Program(s):**  
 Office Supervision and Management

**Occupational** 130110 MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS

**Training Program(s):**  
 Business Marketing and Marketing Management  
 Business Administration and Management, General

**Occupational** 150080 MEDICINE AND HEALTH SERVICES MANAGERS

**Training Program(s):**  
 Business Administration and Management, General

**Occupational** 490080 SALES REPRESENTATIVES, EXCEPT RETAIL AND SCIENTIFIC AND RELATED PRODUCTS AND SERVICES

**Training Program(s):**  
 General Selling Skills and Sales Operations  
 General Retailing Operations

**Occupational** 580230 STOCK CLERKS - STOCKROOM, WAREHOUSE OR STORAGE YARD

**Training Program(s):**

General Distribution Operations

**Provider:** JA'ONNA'S LABORATORY SKILLS TRAINING

**Physical Address:** 3760 MORROW LANE, SUITE A  
CHICO CA, 95928

**School Type:** Hospital or Health Programs not elsewhere included

**Phone:** (530) 345-4248

**Fax:** (530) 345-4248

**Internet/URL:**

**Email:**

**Financial Aid:** No

**Veteran Approved:** No

**Job Placement:** No

**Career Development:** Yes

**Counseling:** Yes

**Child Care:** No

**Open Entry/Open Exit:** No

**Distance Learning:** No

**English as a Second Language:** No

**Doctorate Degree:** No

**Master Degree:** No

**Bachelor Degree:** No

**Associate Degree:** No

**Certificate:** Yes

**Diploma:** No

**Occupational** 150080 MEDICINE AND HEALTH SERVICES MANAGERS

**Training Program(s):**

Health and Medical Administrative Services, Other

**Provider:** NORTHSTATE BUSINESS COLLEGE

**Physical Address:** 574 MANZANITA SUITE 12  
CHICO CA, 95926

**School Type:** Proprietary (Private) Business and Technical Schools

**Phone:** (530) 895-3150

**Fax:** (530) 342-4005

**Internet/URL:**

**Email:**

**Financial Aid:** No

**Veteran Approved:** No

**Job Placement:** Yes

**Career Development:** No

**Counseling:** No

**Child Care:** No

**Open Entry/Open Exit:** Yes

**Distance Learning:** No

**English as a Second Language:** No

**Doctorate Degree:** No

**Master Degree:** No

**Bachelor Degree:** No

**Associate Degree:** No

**Certificate:** Yes

**Diploma:** No

**Occupational** 553380 BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS

**Training Program(s):**

Accounting Technician

**Occupational** 553050 RECEPTIONISTS AND INFORMATION CLERKS

**Training Program(s):**

Receptionist

**Provider:** OLIVE RIDGE CARE CENTER  
**Physical Address:** 1000 EXECUTIVE PARKWAY  
 OROVILLE CA, 95966  
**School Type:** Hospital or Health Programs not elsewhere included  
  
**Phone:** (530) 533-7335  
**Fax:** (530) 533-8715  
**Internet/URL:**  
**Email:** [bwright@evergreenhealthcare.com](mailto:bwright@evergreenhealthcare.com)

**Financial Aid:** No  
**Veteran Approved:** No  
**Job Placement:** No  
**Career Development:** Yes  
**Counseling:** No  
**Child Care:** No  
**Open Entry/Open Exit:** No  
**Distance Learning:** No  
**English as a Second Language:** No

**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 660080 NURSING AIDES, ORDERLIES, AND ATTENDANTS  
**Training Program(s):**  
 Nurse Assistant/Aide

**Provider:** OROVILLE ADULT SCHOOL  
**Physical Address:** 2060 SECOND STREET  
 OROVILLE CA, 95966  
**School Type:** Public Adult Schools with occupational programs  
  
**Phone:** (530) 538-5350  
**Fax:** (530) 538-5396  
**Internet/URL:** <http://www.oroVILLEadultschool.com>  
**Email:** [drobinso@ben.bcoe.butte.k12.ca.us](mailto:drobinso@ben.bcoe.butte.k12.ca.us)

**Financial Aid:** No  
**Veteran Approved:** Yes  
**Job Placement:** No  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** No  
**Open Entry/Open Exit:** Yes  
**Distance Learning:** No  
**English as a Second Language:** Yes

**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** Yes

**Occupational** 660110 HOME HEALTH AIDES  
**Training Program(s):**  
 Home Health Aide

**Occupational** 660050 MEDICAL ASSISTANTS  
**Training Program(s):**  
 Medical Assistant

**Occupational** 660080 NURSING AIDES, ORDERLIES, AND ATTENDANTS  
**Training Program(s):**  
 Nurse Assistant/Aide

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
 Computer and Information Sciences, General

**Occupational** 939140 WELDERS AND CUTTERS  
**Training Program(s):**  
Welder/Welding Technologist

**Provider:** SIERRA TECHNICAL INSTITUTE  
**Physical Address:** 6390 CLARK ROAD  
PARADISE, CA, 95966  
**School Type:** Proprietary (Private) Business and Technical Schools  
**Phone:** 530-877-8123  
**Fax:** 530-877-8612  
**Internet/URL:** <http://www.sierra-tech.com/training>  
**Email:** <mailto:training@sierra-tech.com>

**Financial Aid:** No  
**Veteran Approved:** No  
**Job Placement:** No  
**Career Development:** No  
**Counseling:** No  
**Child Care:** No  
**Open Entry/Open Exit:** No  
**Distance Learning:** No  
**English as a Second Language:** No

**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
Computer and Information Sciences, General

